

Anupam Bishui

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PROFILE SUMMARY

- 7 years of total IT experience as a Technical Consultant on Microsoft Technologies
- 7 years of experience as a Microsoft Dynamics CRM/365 Technical Consultant
- 2+ years of experience in process modelling using AgilePoint BPMS
- Extensive experience in development of Accelerators, Plugins, Web Services, JavaScript libraries, Dialogs, Batch Jobs and Web Applications integrating with Microsoft Dynamics CRM
- Experienced in leading teams for end to end implementation of Microsoft Dynamics CRM/365
- Experienced in leading teams for end to end implementation using AgilePoint BPMS
- Proficient in designing and developing web and windows based business applications based on the Microsoft Technology Stack
- Extensive skills in analyzing Business and Functional requirements
- Experienced in Business Development activities such as Creating Demos, Resourcing and Estimation.
- Well versed with both Waterfall and Agile SDLC methodologies
- Proficient in managing relationship and a continuous communication channel with stakeholders
- Experienced in working with leading US and UK Clients like Barclays Bank, Abbott Laboratories, Reynolds Consumer Products, University of Florida Foundation and DECD (Connecticut)
- Experience in working as pre-sales, including active participation as pre-sales in various Technical Conferences like Microsoft Ignite, Microsoft Worldwide Partner Conference, Dreamforce, Cloud Expo and Gartner IT Expo
- Good team player with the ability to adapt quickly
- Strong aptitude towards learning new technologies

EDUCATION

Bachelor of Technology, Information Technology

Graduated 2010

West Bengal University of Technology

CERTIFICATIONS

- Microsoft Dynamics 365 Customization and Configuration
- Microsoft Specialist (MS): Microsoft Dynamics Customization and Configuration in CRM 2013
- Microsoft Specialist (MS): Microsoft Dynamics CRM 2013 Applications
- Microsoft Certified Technology Specialist (MCTS): Microsoft Dynamics CRM 2011 Applications
- Microsoft Certified Professional (MCP)

SKILLS

- Microsoft Dynamics 365
- Microsoft Dynamics CRM 2016
- Microsoft Dynamics CRM 2015
- Microsoft Dynamics CRM 2013
- Microsoft Dynamics CRM 2011
- Microsoft Dynamics CRM 4.0
- AgilePoint BPMS
- ASP.NET, C#, HTML, CSS, JavaScript
- Oracle, SQL Server
- Proficient in Waterfall & Agile methodologies

EXPERIENCE

Spruce Technology Incorporated, US

September 2016 – Current

Sr. Dynamics CRM Consultant

Client: Department of Economic and Community Development (DECD) Connecticut, USA, Government

Role: Sr. Dynamics CRM Developer, Team Lead

Platform: Dynamics 365 (on premise), .NET

- Understanding and analyzing how the current system works through workshops and sessions with the end-users.
- Implementation of Dynamics 365 from scratch to replace their existing paper forms and manual system with electronic forms and automated workflows.
- Enable tracking different Projects (around 10,000 a year) for various Programs run by DECD, starting from the pre-application all the way to the implementation, legal procedures, payment methods and auditing.
- Managing and mentoring junior developers working for the project.
- Installation of Dynamics 365 On Premise using Load Balancing

AgilePoint Incorporated, US

October 2014 – September 2016

Solution Consultant

Client: Hollister Incorporated, USA, Healthcare

Role: Dynamics CRM Technical Consultant

Platform: Dynamics CRM 2013 (on premise), AgilePoint NX BPMS, .NET, SharePoint 2013

- Developing Capital Expenditure and Tracking applications using Microsoft Dynamics CRM
- Design and development of custom Audit Tracking component in Dynamics CRM
- Migrating existing data from Lotus Notes to Dynamics CRM using a custom coded Migration Tool
- Developing Web Services for adding an extra layer of authentication to prevent unauthorized data access from AgilePoint BPMS forms
- Managing relationship and coordination with stakeholders

Client: University of Florida Foundation, USA, Educational Institution

Role: Dynamics CRM Technical Consultant

Platform: Dynamics CRM 2015 (on premise), AgilePoint NX BPMS, .NET

- Developing and leading the development of various applications, which are currently being done in paper forms without any streamlined process, using Microsoft Dynamics CRM and related Microsoft Technology Stack
- Design and development of custom Audit Tracking component in Dynamics CRM
- Developing Business Process Flows using AgilePoint NX BPMS Suite
- Managing relationship and regular status reporting to stakeholders
- Trained and mentored new resources for project

Client: CoorsTek, USA, Manufacturing

Role: Dynamics CRM Technical Consultant

Platform: Dynamics CRM 2013 (on premise), AgilePoint NX BPMS, .NET, SharePoint 2013

- Developing Capital Expenditure process in Dynamics CRM 2013
- Extensive customization of Dynamics CRM, also using Ribbon Workbench
- Developing Business Processes using AgilePoint NX BPMS integrating with SharePoint 2013
- Mentoring and assisting Client resources on AgilePoint NX and further enhancing the application

Client: United States Department of Agriculture (USDA), USA, Government

Role: Dynamics CRM Technical Consultant

Platform: Dynamics CRM 2011 (on premise), AgilePoint NX BPMS, .NET

- Developing Store Review application and front facing portal integrating with Microsoft Dynamics CRM 2011 and related Microsoft Technology Stack
- Developing business processes using AgilePoint BPMS Suite for interacting with existing legacy system
- Design and development of necessary RESTful WCF services and portal customizations.
- Installation and Configuration of AgilePoint NX BPMS
- Setting up integration of AgilePoint NX BPMS Suite with Microsoft Dynamics CRM 2011

Client: Reynolds Consumer Products, USA, Manufacturing

Role: Dynamics CRM Technical Consultant

Platform: Dynamics CRM 2011 (on premise), AgilePoint v5 BPMS, .NET, SharePoint 2010

- Developing Change Management system including complex reporting and tracking in Dynamics CRM, integrating with SharePoint 2010 and related Microsoft Technology Stack
- Developing business processes using AgilePoint BPMS that interacted with legacy systems
- Design and development of custom component for bulk approval of manual tasks from SharePoint
- Providing post production support and enhancing application based on further Client requests
- Mentoring Client resources and assisting them develop business processes with AgilePoint BPMS

AgilePoint Software India Pvt. Ltd., India

October 2013 – September 2014

Microsoft Dynamics Consultant

Client: AgilePoint BPMS Product Development, Internal

Role: Microsoft Dynamics CRM Consultant

Platform: Microsoft Dynamics CRM 2011, 2013 (on premise and online), AgilePoint BPMS

- Development of Microsoft Dynamics CRM components that allow seamless and efficient integration of CRM 2011, 2013 and any future releases with AgilePoint BPMS
- Design and development of intuitive User Interfaces for connectors, that allows integration with Microsoft Dynamics CRM from AgilePoint BPMS by drag-drop-click configuration
- Testing of components to make sure they are optimized and backward and forward compatible with any older and newer version of Microsoft Dynamics CRM
- Trained and mentored new recruits in Microsoft Dynamics CRM and AgilePoint BPMS

Technical Analyst CRM

Client: Abbott Laboratories, UK, Healthcare

Role: Microsoft Dynamics CRM Team Lead/Sr. Developer

Platform: Microsoft Dynamics CRM 4.0 (on premise), .NET, BizTalk Server

- Worked as a Senior Developer and later as a Team Lead for multiple projects
- Prepared Requirement Specification and Technical Design documents
- Extensive customization of Sales and Service module of Dynamics CRM for Customer Service Management project
- Designed and developed complex business flows in Dynamics CRM using plugins and asynchronous workflows.
- Designed, developed and scheduled Console applications for daily synchronization of information from Dynamics CRM to external web application repository and BizTalk
- Developed Fetch XML based SSRS reports
- Designed and developed web services for integration with custom web applications and iOS app
- Provided regular reporting with demonstrations to stakeholders
- Provided post production support and executed enhancement requests from stakeholders
- Trained and mentored new recruits in Microsoft Dynamics CRM

Client: Barclays Bank, USA, Banking & Finance

Role: Microsoft Dynamics CRM Sr. Developer

Platform: Microsoft Dynamics CRM 2011 (online), .NET

- Worked as a CRM Senior Developer for this project
- Single handedly developed web services for integrating Dynamics CRM 2011 to a custom iOS application
- Single handedly developing Business Unit Hierarchy Viewer Accelerator in HTML, CSS and jQuery, which shows a complete snapshot of the Business Units along with the Security Roles and Teams and Users associated with them.
- Extensive customization of Dynamics CRM and development of workflows to suit business needs
- Co-ordination with teams from different demographic regions to facilitate a smooth development and rollout phase

Client: Fluke Corporation, USA, Manufacturing

Role: Microsoft Dynamics CRM Developer

Platform: Dynamics CRM 2011 (on premise), .NET

- Worked as a Dynamics CRM Developer for this project
- Single handedly developed the Territory Management Accelerator for Dynamics CRM, which runs on a set of complex and custom defined rules to assign Leads to different territories and the corresponding Sales Team
- Development of the Accelerator in HTML, CSS, JavaScript to make it faster and lighter using the OData endpoint of Dynamics CRM
- Customization of Dynamics CRM to store rules and other configuration entries, the accelerator being available as a pluggable Solution.

Client: Jack in the Box, USA, Retail

Role: Microsoft Dynamics CRM Developer

Platform: Dynamics CRM 2011 (on premise), .NET

- Designed and developed RESTful WCF Services for integration with mobile application using Dynamics CRM SDK
- Prepared Requirement Specification and Technical Design documents
- Executed performance testing to make sure the most efficient and fastest way is used to handle data to and from Dynamics CRM from the mobile application.

Client: ACE Insurance, USA, Insurance

Role: .NET Developer

Platform: .NET, SQL Server

- Worked as a .NET Developer for this project
- Prepared Technical Design documents
- Enhancement and development of Policy Generation web applications in ASP .NET 4.0, with SQL Server as the backend