Mukkarala R

Microsoft Dynamic CRM Developer, 3+ years experience
Hyderabad, India
https://augmntx.com/profile/microsoft-dynamic-crm-developer-mukkarala-r/axf24730

+91 9820045154 | hr@augmntx.com

Microsoft dynamic crm developer with three years of experience worked on two end to end implementation projects my skillset is power automate, workflow, plugins and javascript business rules

INDUSTRIES: IT services

TECHNICAL SKILLS

• Microsoft Dynamic CE	3 years & 2 months
• plugins	3 years & 2 months
• workflows	3 years & 2 months
• business rules	3 years & 2 months
• power automate	3 years & 2 months
• JavaScript	3 years & 2 months

PROJECT DETAILS

• Mediserv Healthcare Solutions — January-2022 - November-2023

Project Description: The Hospital Management System was developed to manage doctor appointments, patient records, and hospital services efficiently. The system automated workflows for appointment scheduling, billing, and medical record management, ensuring better coordination between hospital staff and patients.

Responsibilities: Customized Entity & Fields, Forms, Views, and Business Rules to manage doctor schedules, patient records, and medical history. Developed custom plugins and workflows to automate doctor appointment scheduling and availability tracking. Integrated Power Automate to send appointment confirmation and reminder emails to patients. Created a security model with roles to restrict access to sensitive medical records. Implemented audit logs to track changes in patient and hospital data for compliance purposes. Designed SSRS Reports to generate insights on doctor availability, patient visits, and billing. Configured Power Portals to enable patients to book appointments online. Ensured seamless integration with external billing and medical record systems.

Technologies: Dynamics 365, Plugin, JavaScript, Plugin Registration Tools, Xrm Toolbox.

Industry: IT services

• Nordic Assurance Group — January-2024 - January-2025

Project Description: This project was focused on developing an Insurance Management System that streamlines policy management, customer interactions, and claims processing. The system was designed to enhance operational efficiency for insurance providers by automating various workflows, enabling seamless communication with clients, and providing real-time insights into policy data

Responsibilities: Designed and developed a customized CRM solution for managing insurance policies, claims, and customer interactions.

Technologies: Dynamics 365, C# .NET, SDK, JavaScript, Plugin Registration Tool, PowerApps, Xrm Toolbox

Industry: IT services

EMPLOYMENT HISTORY

• Microsoft Dynamic CRM Developer January-2022 - March-2025

Description: on day basis i do have sync up calls with my team lead and manager and i work on assigned tasks and at end of the day i work on tasks and share update to my team lead via email, i worked on two end to end implementation projects, in that project i have done lot of customizations, written plugins and custom Js code used power automate, workflows to automate business processes and done more then 100+ requirements.

EDUCATION

• Bachelors degree in Mechanical Engineering from Aditya 2018 - 2021

LANGUAGES

• English - advanced

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