Patel N

MS D365 CRM Developer, 5+ years experience
Ahmedabad , India
https://augmntx.com/profile/ms-d365-crm-developer-patel-n/axo27884

+91 9820045154 | hr@augmntx.com

Microsoft Dynamics 365 CRM and Power Platform Consultant delivering tailored CRM solutions across Sales, Customer Service, and Field Service modules. Skilled in Model-Driven Apps, Power Pages, portal integrations, custom plugins, workflows, and JavaScript customizations. Proven track record of working with global clients across the USA, UK, Australia, Saudi Arabia, and India to drive digital transformation. Experienced in third-party integrations, security configurations, and automation using Power Platform and Azure DevOps. Microsoft Certified (PL-900) with strong problem-solving, client communication, and stakeholder management skills.

INDUSTRIES: Apparel and Fashion, Luxury Goods and Jewelry, Insurance, Sales and Marketing, Real Estate, HR and Staffing, Ecommerce, Automation, Sports and Events

TECHNICAL SKILLS

• Microsoft Dynamics 365 CE	5 years
• Power Platform	5 years
• Copilot Studio	5 years
• Plugin Development and Custom Workflows	5 years
• JavaScript Customization PCF Controls	5 years
• .NET Core Portals integrated with D365 & Business Central	5 years
• DevOps and CI CD	5 years
• Third party Integration	5 years
• Security Model	5 years

SOFT SKILLS

Problem-solving, Time management, Attention to detail, Analytical thinking, Critical thinking, Multi-tasking

PROJECT DETAILS

• Sales Service — May-2024 - November-2024

Project Description: Digitized end-to-end sales cycle, job tracking, and production workflow.
Responsibilities: Requirement gathering and team task assignment. Unit testing and bug resolution. Built HTML resources & Canvas Pages. Automated processes with Power Automate.
Technologies: Microsoft Dynamics CRM, Model Driven Apps, Power Automate, SharePoint, Microsoft Dynamics CRM SDK
Industry: Apparel and Fashion

• Job Management Portal — April-2023 - November-2023

Project Description: Built a centralized portal for jewelry outsourcing firm to handle order intake, production, delivery, and payment
Responsibilities: Gathered requirements, implemented .NET Core project with OData calls, managed Help Scout, Parcel Pro, and Stripe integrations, developed custom workflows, performed unit testing.
Technologies: Microsoft Dynamics Business Central, .NET Core, Stripe, HelpScout, Parcel Pro, Malca Amit
Industry: Luxury Goods and Jewelry

• Sales Service (Saudi Arabia) August-2022 - November-2022

Project Description: Enabled seamless data exchange between insurance core systems and CRM with integrated policy bot for WhatsApp.
Responsibilities: Integrated third-party APIs, developed JavaScript web resources, created custom code activities in C#, built Power Automate flows for approvals and document generation, integrated and customized Copilot.
Technologies: Microsoft Dynamics CRM, Power Automate, Model Driven App, Custom APIs, Copilot Studio
Industry: Insurance

• Sales Rebuild (India) September-2021 - November-2021

Project Description: Rebuilt Sales module with hierarchy-based data access and SharePoint integration for document management.
Responsibilities: Redesigned Sales module, configured role-based security, integrated SharePoint, customized forms/views/rules, collaborated with stakeholders for adoption.
Technologies: Microsoft D365 CRM, Model Driven Apps, Position Hierarchy, SharePoint
Industry: Sales and Marketing

• Real Estate Rental December-2023 - May-2024

Project Description: Streamlined rental operations and centralized maintenance requests using D365 Field Service.
Responsibilities: Developed tailored solutions for organizational processes. Customized BPFs, rules, and plugins. Managed security roles & data control. Oversaw migrations and created manuals.
Technologies: Microsoft Dynamics CRM, Model Driven Apps, Power Automate, Microsoft Dynamics CRM SDK
Industry: Real Estate

• Sales Rebuild (UK) February-2021 - May-2021

Project Description: Enabled LinkedIn messaging and lead capture directly from CRM without Sales Navigator licenses.
Responsibilities: Integrated API, developed PCF control for LinkedIn chat in CRM, built Power Automate flows for lead creation, ensured secure API authentication.
Technologies: Microsoft D365 CRM, Power Automate, PCF, Unipile API
Industry: Sales and Marketing

• Sales Rebuild (Saudi Arabia) December-2022 - March-2023

Project Description: Modernized Dynamics 365 Sales with Smart Flows, digital document signing, and hierarchy-based approvals.
Responsibilities: Customized CRM solutions, implemented BPFs, rules, Smart Flows, web resources, Power Automate flows, and plugins, created custom entities, collaborated with teams, authored user manuals.
Technologies: Microsoft Dynamics CRM, Model Driven App, Smart Flows, Expert Doc
Industry: Sales and Marketing

• Custom HRM December-2021 - July-2022

Project Description: Developed an HRMS to manage employees, leaves, projects, and tasks.
Responsibilities: Gathered requirements, developed .NET Core project with OData integration, built custom plugins, workflows, and email templates, conducted unit testing.
Technologies: Microsoft D365 CRM, .NET Core, Power Automate, OData Web APIs
Industry: HR and Staffing

• Customer Service Chatbot September-2020 - January-2021

Project Description: Implemented Copilot chatbot integrated with WhatsApp for customer service with intelligent escalation to agents.
Responsibilities: Designed Copilot conversations, integrated with Omnichannel, built Power Automate flows for case/task creation, configured routing rules and queues.
Technologies: Microsoft D365 CRM, Power Automate, WhatsApp Custom Channel, Copilot Studio
Industry: Ecommerce

• Sales Rebuild June-2021 - August-2021

Project Description: Automated sales data entry by enabling Excel template generation and import for opportunities and quotes.
Responsibilities: Built custom workflow activity for dynamic Excel templates, created plugins to import/process Excel data, used EP Plus for Excel handling, created .NET API for bulk imports.
Technologies: Microsoft D365 CRM, Power Automate, OData Web APIs, .NET Core
Industry: Sales and Marketing

• Automated Word Report Generation May-2020 - August-2020

Project Description: Automated Word report generation from Excel data in SharePoint using PAD flows.
Responsibilities: Built PAD flows, automated Excel data processing, implemented dynamic search for templates, automated Word formatting, uploaded files to SharePoint, sent notification emails.
Technologies: Power Automate, Power Automate Desktop, SharePoint
Industry: Automation

• Customer Portal

Project Description: A customized Power Pages portal designed to manage car racing events, allowing internal users to log in using redemption codes for event creation and administration, and external users to browse events and book tickets. The platform supports secure dual-user access, streamlined event management, and ticket booking functionality.
Responsibilities: Customized Power Pages portal for dual access (internal via redemption code, external for ticket booking). Configured Dataverse for event, user, and ticket data management. Built forms and workflows for event creation and approvals using Power Automate. Integrated Azure AD for secure authentication and user role management. Designed responsive UI for smooth booking and event management experience.
Technologies: Microsoft Dynamics CRM, Model Driven Apps, Power Pages, Power Automate, Microsoft Dynamics CRM SDK
Industry: Sports and Events

EMPLOYMENT HISTORY

• Microsoft Dynamics 365 CRM and Power Platform Consultant

Description: Designed, developed, and implemented tailored CRM solutions across Sales, Customer Service, and Field Service modules. Customized Model-Driven Apps, Power Pages, and integrations with portals. Developed plugins, custom workflows, JavaScript customizations, and BPFs. Managed security roles, field-level security, and access control. Integrated third-party tools like Help Scout, Stripe, Parcel Pro, and Infobip. Created technical documentation and user manuals. Collaborated with clients across multiple geographies. Used Azure DevOps for CI/CD pipelines.

CERTIFICATION

• Microsoft Power Platform Fundamentals (PL-900) by 0

EDUCATION

• Masters degree in Computer Application from Gujrat Technological University 2017 - 2020

LANGUAGES

• English - native

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