

**Name:** Dhiren Javia      **Designation:** Dynamics CRM Developer

**Objective:**

Obtain a position where I can maximize program development and Analytical skills.

**Summary**

- Extensive Microsoft Dynamics CRM 4.0 administration, implementation, development, integration and customization experience
- Microsoft .NET development (especially C#, ASP.NET, and VB.NET)
- Microsoft SQL Server Development and Administration
- SQL Reporting Services report development
- Web Service Development Experience
- Microsoft Windows 2003 Server Administration Experience
- IIS Configuration Experience
- XML, DHTML, HTML, JavaScript, AJAX Development Experience
- Operating Systems like Win NT/XP/2003.

**Professional Experience Profile**

- B.E. computer from A.I.T.S affiliated to SAURASHTRA University, passed out in 2005 in First Class (64%).
- HSC from GSEB, Bhagvatsinghji High School in 2001 in First Class (80%).
- SSC from GSEB, Sardar Vallabhbhai Patel High School passed out in 1999 in First Class (82%).

**Technical skill profile**

- Microsoft Certified Business Management Solutions Professional for Microsoft Dynamics CRM 4.0
- Microsoft Windows Server 2008
- Microsoft Certified Technology Specialist: Microsoft Office SharePoint Server 2007

- Microsoft Certified Professional Developer - Enterprise Applications Developer
- Web Technologies ASP.Net ,VB ,C# ,Ajax, XML, HTML, Java Script
- Databases SQL Server 2000/2005/2008, Oracle, MS ACCESS.
- Operating Systems Linux, MS Windows XP/NT/2000/ME/ 95/98/2003

### **Soft Skills**

- Ability to meet deadlines
- Excellent communication and documentation/grammar
- Ability to work with minimal direction and supervision
- Demonstrated experience working in a team environment
- Custom installation and integration of MSCRM Outlook client.
- Incorporation of accounting systems (e.g., QuickBooks) into Microsoft 3.0 CRM.
- Design and implementation Microsoft CRM Architecture.

### **Key Projects**

#### **Financial Management**

##### ***Description:***

One of the key project steps was integration with the Client's proprietary front-end application and SQL Server database back-end which stored customer information obtained from offsite locations. The project avoided using an unsupported SSIS direct database update by creating synchronization for company and contact information using Scribe Insight and applying business logic and data translation in order to maintain the integrity of the Microsoft CRM customer database. A two-tiered training plan was devised and delivered to key company staff to facilitate the gradual deployment of CRM to 220 users over the period of one year.

#### **Sales Force Automation**

##### **Description:**

System puts you in complete control of your sales pipeline, allowing sales team members to effectively manage, forecast, and report on all phases of the sales cycle. With software, you can easily manage and analyze all current and historical account details and activities, manage multiple accounts and opportunities, and automatically distribute leads to sales professionals around the world. Sales cycles can be shortened and more deals can close faster. The sales force automation (SFA) capabilities within software provide your sales team instant access to vital customer data including reports and graphs, quotes, forecasts, and historical account details. The SFA capabilities enable you to quickly do on-the-spot analysis, make informed decisions you can trust, and eliminate bottlenecks that typically lengthen the sales cycle.

## **Customer Support Automation**

### **Description:**

You can make the most of every customer interaction, maximizing business opportunities and customer satisfaction. It empowers your organization with critical information to build and support long-term customer satisfaction and loyalty. With fast online access to service requests, call and escalation history, interactions, multiple contacts, support cases, e-mail, and documents sent and received, you'll have complete and accurate data at your fingertips. Customer Support Automation enables you to quickly resolve issues and easily capitalize on cross-sell or up-sell opportunities.

## **Outlook Integration**

### **Description:**

Use all the features of Outlook entirely from within the interface; no more switching from one application to the other. Bi-directionally synchronize contacts, appointments, and tasks between Outlook and software. Perform a one-way export from software to Microsoft Outlook. Send e-mail within software using Outlook and automatically have the e-mail stored in the relevant customer contact history, including attachments. Easily import e-mail from Outlook into the appropriate customer contact within software. Choose which contacts and calendar items flow between applications, allowing you to work the way you want

## **WMG Music Licensing**

### **Description:**

WMG Music Licensing is the licensing entity for the master recordings owned, controlled and/or authorized by their respective owners for licensing out by Warner Music Group. This site contains a representative sampling of the master recordings WMG Music Licensing has the rights to make available for licensing and registration.

## **Cyrano**

### **Description:**

This is the web-based contact management/interpersonal communication (CRM) system that trains and rewards salespeople (users) while they use it. Cyrano will reward them by customizing follow-up customer communications that are based on the interests, preferences and even the behavioral style—of each prospect or customer.

Additionally, Cyrano contains videos, audios, articles and helpful tips to educate users in between appointments and while using the Cyrano system. This methodology of combines interviewing skills, topic-specific learning and one-to-one communications to help users grow while staying connected with everyone in their Cyrano database.

## **TOMAS**

### **Description:**

TOMAS is Cooling Tower Systems (CTS) by their nature of operation; carry an inherent risk of becoming a source of Legionnaires disease. Their use and maintenance is governed by Legislation in all states and territories, with all CTS requiring regular service, inspection and cleaning and the keeping of appropriate records. this is a database which is primarily accessed via web interface, providing online storage of scanned CTS maintenance records, allowing customers to view and retrieve their records from any web enabled computer. In addition, by manually logging key data from the scanned reports at the time of their capture, website allows customers to view graphical trend reports of their CTS maintenance data. TOMAS also provides automatic checks of captured data and records and email notification if there are any anomalies. This Application is been built using Telerik component to deliver rich user interface and functionality in minimum time like graph exporting to excel. Application also has automated report emailing facility to keep customer with updated with current information.