

MONIKA VISHWAKARMA

Role: CRM Techno- Functional
Consultant



- **20 years** of experience in the Education, Research, Administration and IT industry with diversified expertise in various facets of **project management, customer relationship management, delivery.**
- **5+ years** of exclusive experience in Microsoft Dynamic CRM – Setup, Customization, Integration with third party software, Data Migration and Implementation.
- Microsoft Certified Technology Specialist – Dynamics in **Managing Microsoft Dynamics Implementations** and Microsoft Certified Solution Developer
- Expert in **Customer Relationship Management**, specialist in Microsoft Dynamics CRM Applications and Customization
- Very strong Business Analysis skills and have been instrumental in client requirement gathering and analysis and cross group collaboration.
- Have been operational in **coordinating and managing the overall communication** including **off-shore, on-site** and within multiple groups locally
- Have functional knowledge of various domains including **Education, Event Management, BTL Marketing, Real Estate, Finance, Media, etc.**
- Passionate about roles in **Project Management, Process Implementation, Delivery Ownership, Operations, People Management and Team Development.**

QUALIFICATION HIGHLIGHT

- Executive Management
- Project Management
- Product Development
- Quality Assurance
- Account Management
- Relationship Building

EDUCATION

- Ph.D. (Application of Computers in Chemistry), BU, Bhopal
- M.Sc. (Gold Medalist), Jabalpur Engineering College, Jabalpur
- B.Sc. Hons (Silver Medalist), BU, Bhopal.
- Diploma in Systems Management, NIIT, Bhopal
- MBA, IGNOU, New Delhi

CERTIFICATIONS

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|-----------|---|--------------|
| • MB2-700 | Microsoft Dynamics CRM 2013 Applications | Dec 16, 2014 |
| • MB2-868 | Microsoft Dynamics CRM 2011 Applications | Nov 30, 2013 |
| • MB2-866 | Microsoft Dynamics CRM 2011 Customization & Config. | Nov 27, 2013 |
| • MB2-632 | Microsoft Dynamics™ CRM 4.0 Applications | Sep 03, 2011 |
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PUBLICATIONS, AWARDS & ACTIVITIES

- Published a text book for Engineering Students, Satya Publication, New Delhi
- Published more than 25 research papers in national and international journals.
- Won Employee of the Year Award 3 times, NRI Group, Bhopal
- Won Best Research Paper Award, MVM, Bhopal
- President , Aayaam, a society for Social, Educational and Environmental Awareness

SOFT SKILLS

- **Program Management** - Overall responsibility of product and project delivery, process implementation, cross project dependency, risk and team management and planning, team management and growth
- **Project Management** - Planning, tracking, issue resolutions, resourcing, customer management, managing global teams
- **Cross Group Collaboration** - Collaboration & communication across business and technology units
- **People Management** - Mentoring associates, career guidance, managing diversity, performance, motivation and conflicts
- **Problem Solving** - Have managed vast projects and have been recognized for problem solving and quick solutions at difficult stages of projects
- **Interpersonal/ Presentation Skills**

KEY PROJECTS

1.	CRM Setup , Customization, Integration & Implementation
Client	Australia Institute of Professional Studies
Role	BA and Team Lead
Team Size	4
Technology	<ul style="list-style-type: none">• MS CRM Dynamics 2011• ASP.NET 4.0(C#), Java Scripts, CRM APIs• Database: SQL Server 2008 R2• Reports: SQL Server Reporting Services• Tools: MS Visio Professional 2010

AIPE is Australia's leading education provider offering courses to International and local Australian students on-campus and online. The courses range from Vocational Diplomas to Postgraduate Degrees viz. ELICOS, VET and HE.

As a rapidly growing organization, AIPE required an all in one solution for their systems which could be utilized by all internal and external stakeholders holders like Management, Administrative Staff, Academic Staff, Students, and Educational Agencies/ broker can utilize this comprehensive platform to automate various day-to-day operations.

A simple solution with a single entity for multiple aspects of a complex business. Based on Dynamics CRM and .Net is a complete solution for automating and streamlining all the academic and administrative processes for different courses viz. Vocational, Diploma, Under Graduate and Post Graduate courses (Elicos, VET and HE). It is specifically designed for Australian RTO's to provide the best student services in most efficient manner. The stake holders like Management, Administrative Staff, Academic Staff, Students, and Educational Agencies/ broker can utilize this comprehensive platform to automate various day-to-day operations. It improves quality and service for continuing education and distance learning. Key modules / features are:

- Sales Module
- Student Services
- Finance Module
- Academics Module
- Business Intelligence
- Statutory Compliance and Reporting
- Human Resource
- Self Service Portals for Students, Academics and Agents
- Online Student Enrolment

It is an ongoing project. CRM. As CRM Lead and Project Manager, I was responsible for leading the CRM projects end-to-end.

Contribution:

- Business Requirements Assessment
- Functional & Technical Analysis and Design
- Core CRM customization
- Customer Management
- Quality Assurance
- Overall project management, planning, tracking and communication

2. JogPost - Direct Marketing	
Client	JogPost
Role	Project Manager
Team Size	3
Technology	<ul style="list-style-type: none"> • Dynamics CRM Online • Windows Azure • ASP.NET 4.0(VB.Net), Java Scripts, CRM APIs • HTML5, Twitter Bootstrap • Reports: SQL Server Reporting Services, RDLC • Tools: MS Visio Professional 2007

JogPost is one of the top most leaflet distribution company in UK with their award winning service in London and the surrounding areas. JogPost provides a complete direct-marketing service to businesses through the leaflet design, leaflet printing and leaflet delivery processes.

We have developed cloud based CRM solution based on Microsoft Dynamics CRM Online and external Web Portal on Windows Azure. These included:

- Core CRM Customization such as Entities, Workflow, Plugins etc.

- CRM Dashboard, Calendars and Reports
- Automated processes in an integrated manner across business functions such Sales, Distribution, HR, Shift Planning
- Easy & Collaborative information sharing with various stakeholders
- Role based KPI dashboards
- Windows Azure based Portal.

We have created external portal for their internal users, by these portal their Joggers can give their availability for any date see their future assignment and their wages per shift. Supervisor can see their assignment calendar and send a feedback report after each distribution. We have also implemented roles and permission for the portal.

This project also includes portal for their customers also from which they can book their order online and upload document online.

Contribution:

- Business Requirements Assessment
- Functional & Technical Analysis and Design
- Core CRM customization
- Customer Management
- Quality Assurance
- Overall project management, planning, tracking and communication

3.	DentalWriter
Client	Nierman Practice Management
Role	Project Manager
Team Size	3
Technology	<ul style="list-style-type: none"> • MS CRM Dynamics 2011 • Web Parts on ASP.NET 4.0, Java Scripts • Database: SQL Server 2008 R2 • Reports: SQL Server Reporting Services • Tools: MS Visio Professional 2007

Nierman Practice Management provides innovative products, exceptional training and seminars for dentists looking to grow their practices with Dental Sleep Medicine, TMD, oral surgeries and other services. It provide software which helps in medical billing and also provides patient acquisition.

We have customized their CRM from the scratch to make it more usable and productive for their business. We have also created portal for them using which their customers can buy their products, register for Seminars and get rewards by referring to other people.

Contribution:

- Business Requirements Assessment
- Functional & Technical Analysis and Design
- Core CRM customization
- Customer Management

- Quality Assurance
- Overall project management, planning, tracking and communication

4. Aspiri	
Client	Aspiri Financial Services Pty Ltd
Role	Project Manager
Team Size	4
Technology	<ul style="list-style-type: none"> • MS CRM Dynamics 2013 • Web Parts on ASP.NET 4.5, Java Scripts • Tools: MS Visio Professional 2007

Aspiri provides boutique financial planning services by implementing strategies and managing the wealth. It provides the best investment and insurance products available in the market and with a large element of flexibility and freedom.

We have customized their CRM from the scratch to make it more usable and productive for their business. We have also created portal for them using which their customers can provide all the required information needed.

Contribution:

- Business Requirements Assessment
- Functional & Technical Analysis and Design
- Core CRM customization
- Customer Management
- Quality Assurance
- Overall project management, planning, tracking and communication