

SONIKA VISHWAKARMA

Role: CRM Techno- Functional Manager



- **16+ years** of experience in the IT industry with diversified expertise in various facets of **program management, project management, customer relationship management, delivery** and providing technical coverage.
- **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
- **Rich onsite experience** with prestigious clients like **World Bank, Caterpillar Inc., Oregon Department of Transportation, USA**
- 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 **Right-of-Way, Real Estate, Finance, Media and Education.**
- In depth **hands-on** experience in **Microsoft Technologies** (.Net Framework C#, ASP.NET, VB.NET, COM/ COM+, ASP) in development and design.
- Experience in **database designing** using MS SQL Server 7.0 /2K/2K5. Also worked in Oracle, Java based applications on windows and UNIX platforms.
- Passionate about roles in **Program Management, Project Management, Process Implementation, Delivery Ownership, Operations, People Management and Team Development.**

QUALIFICATION HIGHLIGHT

- Software Engineering
- Product Development
- Internet Technology
- Executive Management
- Project Management
- Quality Assurance
- Account Management
- Relationship Building

EDUCATION

- Bachelor of Engineering, Electronics & Communication from Barkatullah University, Bhopal, India

CERTIFICATIONS

MB5-705	Managing Microsoft Dynamics Implementations	Apr 15, 2015
MB2-703	Microsoft Dynamics Customization and Configuration in CRM 2013	Dec 16, 2014
MB5-858	Managing Microsoft Dynamics Implementations	Aug 18, 2011
100	Analyzing Requirements and Defining Solution Architectures	Oct 11, 2002
029	Designing and Implementing Databases with Microsoft SQL Server 7.0	Jan 21, 2002
175	Designing and Implementing Distributed Applications with Microsoft Visual Basic 6.0	Jul 22, 2000
176	Designing and Implementing Desktop Applications with Microsoft Visual Basic 6.0	Mar 16, 2000

ACTIVITIES & AWARDS

Team Player Award, Reval.com, Inc., 2008

Treasurer, Aayaam, a society for Social, Educational and Environmental Awareness

TECHNICAL SKILLS

- **Project Management Tools** - MS Project, Project Server
- **CRM** - Microsoft Dynamics CRM 4.0 / 2011
- **Languages** - .NET Framework, C#, VB.Net, Java, VB 6.0, LightSwitch
- **Middleware** - VB.Net, C#, Java, VB-COM, COM+
- **Databases** - Microsoft SQL Server, Oracle
- **GUI** - ASP.NET, ASP, JSP, ASP, VBScript, JavaScript, D/HTML, XML
- **Case Tools** - Microsoft Visio
- **Tools & Utilities** - Visual Studio, Visual Source Safe, TFS
- **Domain Knowledge** - UML, OOAD, Design Patterns

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**
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KEY PROJECTS

1.	CRM Setup , Customization, Integration & Implementation
Client	Australia Institute of Professional Studies
Role	CRM Lead and Project Manager
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. CRM Setup and Customization, CRM Data Import Tool, CRM Inline Data Editing Tool, CRM Email Import Application	
Client	Open House Realty Group, Australia
Role	CRM Lead and Project Manager
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

Open House Realty Group is a leading Real Estate agency in Brisbane CBD. Quickly building a reputation for being the most dynamic & progressive agency in Queensland, OHRG prides itself on offering our customers a different real estate experience. Through a combination of superior corporate culture & a genuine focus on service and transparency, OHRG strives to offer their customers a genuine alternative to an industry often stuck in the past.

Keeping the focus on increasing the process efficiency and best property deals to their customers, OHRG opted to setup Dynamics CRM 2011.

We executed 3 projects for OHRG on Dynamics 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

3. Grants Accelerator	
Client	In-house product development
Role	CRM Techno-functional Manager

Team Size	3
Technology	<ul style="list-style-type: none"> • MS CRM Dynamics 2011 • ASP.NET 3.5(VB.Net), Java Scripts, Azure, CRM APIs • Database: SQL Server 2008 R2 • Reports: SQL Server Reporting Services • Tools: MS Visio Professional 2010

The Grants Accelerator solution enables you to streamline your financial and non-financial grants to stay on time and within budget while allocating more of time on evaluating solicitations and distributing funds to the most deserving applicants.

This is a solution accelerator built on top of Microsoft Dynamics CRM and is an all-in-one, integrated solution that streamlines the grants process from initial solicitation through approval and awards. The solution helps with all of the things a grants management solution should, such as tracking grant status, processing pay-outs, and creating reports. It does all of these things—and more—within the context of the Microsoft tools you and your support staff already know and use every day, such as Microsoft Office Outlook.

Solution has an internet facing asp.net website to streamline applicant (grantee) interaction with the grantor agency.

Contribution:

- Lead requirements for the software
- Helped in overall understanding of the requirements and helped in analysis and design
- Provided functional and technical direction for the development, design, and systems integration for client engagement from definition phase through implementation.
- Manage entire Project development team in terms of task assignment, alignment with deadlines, and ensure development environment is available.
- Overall status tracking and communication with the clients

4.	State Police Portal
Client	Indian State Police
Role	Development Manager
Team Size	3
Technology	<ul style="list-style-type: none"> • Share Point Server 2010 • Web Parts on ASP.NET 3.5(VB.Net), Java Scripts • Database: SQL Server 2008 R2 • Reports: SQL Server Reporting Services • Tools: MS Visio Professional 2007

This project was made for a specific state police of India developed in 2 languages (English and Hindi). The portal had two versions – internet (public facing) and intranet. The internet or public facing part was purely a content management system for the state police to keep up to date information on the site along with certain web parts for public feedback, information on criminals and crime.

The intranet version is security restricted and contains the entire information on Criminals, Crime, FIR for Police Stations (state wide) and crime trend. Also generates multiple reports and graphical trends.

Contribution:

- Worked on the initiation and project kickoff
- Worked with clients for overall project conceptualization
- Conducted JAD sessions with clients for overall understanding and requirement analysis
- Overall project management, planning, tracking and communication

5.	Flairdocs for Transportation (ODOT)
Client	Oregon Department of Transportation, USA
Role	Development Manager
Team Size	10
Technology	<ul style="list-style-type: none"> • Microsoft Technologies: ASP.NET 3.5 (VB and C#) • Database: SQL Server 2008, Light Speed Model • Client Scripts: Java Scripts • Reports: Crystal Reports • Tools: Telerik Rad Controls, MS Visio Professional 2007

Project Details: ODOT is integrated property rights management system. It's making ROW process easily .ODOT functionality automates workflows, eliminates redundant documentation, accelerates project schedules, and reduces bottom-line costs; delivering consistent results, even within challenging constant time constraints. It enables seamless collaboration between widely dispersed groups and supports a comprehensive set of local, state and federal standards, ensuring your full compliance to all legal requirements.

Contribution

- Manage entire Product development team in terms of task assignment, alignment with deadlines, and ensure development environment is available.
- Provides technical direction for the development, design, and systems integration for client engagement from definition phase through implementation.
- Ensure a robust software development environment is setup that is synchronized with data centers located in US
- Lead and innovate R&D features of the product in the areas of GIS, document and workflow management.
- Manage implementation of multiple projects and ensure they are delivered on time and budget
- Develop prototype of new product capabilities.
- Apply significant knowledge of industry trends and developments to improve service to our clients.
- Review work of development team and perform code reviews
- Lead requirements for software releases
- Participate in proposal writing, demonstrations and customer facing meetings
- Prepare weekly and monthly status reports for management presentation
- Supervise team leads for ongoing projects and develop weekly and monthly reports for the management review

Client	In-house Product, Reval
Role	Product Development/Delivery Manager
Team Size	almost 50 people globally
Technology & Tools	<ul style="list-style-type: none"> • Microsoft .Net Framework 3.5, ASP.NET, C#, JavaScript, HTML, DHTML, XML • MS SQL Server 2000/2005 • Windows 2003 Server • Visual Source Safe 6.0, TFS, MS Visio 2002
Project Management Tools and Practices	<ul style="list-style-type: none"> • Project Server 2007 • MS Project 2007 • Agile/Scrum Methodology • JIRA for bug and issue tracking

Project Details: Reval provides web-based treasury and risk management solutions and services to corporations and financial institutions. Reval's flagship product, HedgeRx, provides front-to-back office processing of foreign exchange, interest rate, energy, metal, and agricultural derivatives and underlying exposures as well as the most comprehensive tool to comply with FAS 133 and IAS 39. A fully hosted solution delivered over the Internet, Reval® exemplifies the mix of cutting edge technology and financial experience that is making Reval the choice for a growing number of clients ranging from small corporations to the Fortune 50.

Contribution

- Product scope management and release schedule management
- End to end project/product management
- Collaboration with sales, professional services, customer services
- Manage incoming pipeline and set delivery expectations
- Coordinate with BAs, developers, data modelers, QA/test teams & release team to ensure timely release of the product.
- Manage Client relationship and work with Finance for invoicing and billing of delivered products

7.	OCW MIT
Client	Massachusetts Institute of Technology (MIT)
Role	Associate Project Manager & Tech Lead
Team Size	25 people globally
Technology & Tools	<ul style="list-style-type: none"> • Microsoft .Net Framework 2.0, ASP.NET, C#, JavaScript, HTML, DHTML, XML, Java • MS SQL Server 2000/2005, Microsoft Content Management Server 2002 • Windows 2003 Server, Sun Solaris • Visual Source Safe 6.0, MS Visio 2002
Project Management Tools and Practices	<ul style="list-style-type: none"> • Result space – a tool customized for agile project management, issue and bug tracking • MS Project 2007 • Agile Methodology

Project Details: MIT OCW is a suite of applications that work together to host and publish the entire course ware for Massachusetts Institute of Technology, Massachusetts. This is a web based Content Management Solution designed and implemented for Open Course Ware. It is a free and open educational resource for faculty, students, and self-learners around the world. It is one of the largest implementations of Microsoft’s Content Management System deployed. The application has won several awards including ‘Computerworld 21st Century Achievement Award in Education and Academia’ & ‘Microsoft’s Internet Business Solution of the Year’. Website <http://ocw.mit.edu>

Contribution

As **Project Manager**, I was responsible for –

- Partnering with team leads to create estimates and formulate mid-level plans to cover activities of team, clients and 3rd parties
- Creating, managing and tracking the overall plan and release plans for the team, identifying and managing project issues, assessing and managing risk over the project lifecycle
- Adapting and applying the Sapient delivery approach to meet project objectives
- Creating and maintaining a positive, collaborative work environment for the team
- Mentoring and coaching team members as appropriate
- Clarifying & communicating project objectives & success criteria, defining key project-wide roles & responsibilities
- Ensuring the use of best practices and apply lessons learnt from previous experiences
- Participation in recruiting and hiring activities

As **Technical Lead** I was responsible for –

- Analyzing the requirement and ensure the functional requirements for the project
- Design and architect the solution and also technically supporting the team during development
- Designing the base framework for the application, quality assurance of project/module deliverables
- Performing reviews and audits of various artifacts
- Collection and analysis of metrics and conducting project meetings

8.	EMS
Client	Caterpillar Inc., USA
Role	Tech/Team Lead and Coordinator
Team Size	40
Technology	<ul style="list-style-type: none"> • Microsoft Technologies: ASP.NET 1.1 (C#) • Database: SQL Server 2000 • Client Scripts: Java Scripts, HTML, DHTML, XML • Reports: Crystal Reports • Tools: Visual Source Safe 6.0, MS Visio 2002, MS Project 2007 • Methodology: Waterfall initially and Agile subsequently

Project Details: EMS 2.0 is a web-based application to automate / integrate various CSA (Customer Support Agreement) suites of applications i.e. ANALYZER, BUILDER & CALCULATOR. The CSA is a contract agreement for services of Caterpillar Inc. products (like Preventive Maintenance (PM), Maintenance and Repair Contract (MARC)) between the dealers of the Caterpillar products and customers, enabling the

dealers to help their customer maintain Caterpillar products efficiently in terms of cost and productivity. The main objective of these applications is to help dealers build, calculate, estimate, manage and analyze the health of their maintenance contracts over a specified period of time.

As the current systems are running on various platforms and databases, this integration of different CSA Suits of application helps to coordinate business globally as well as have an up-to-date monitoring of functional operations. The aim is to provide unified architecture and integrate all the processes of various CSA Suites with multi language support for various dealers which shall be using this product on behalf of Caterpillar Inc.

Contribution

As a Requirement Analyst, located at the client site I was responsible for –

- Preparing the Project Definition Report, analyzing the requirement and compile the functional requirement document for the project
- Prepare the System Requirement specification for the project, designing and architect the solution
- Design the database for the application and communicating the project status to the client
- Gathering requirements from the customer and documenting them in form of Use Cases, performing analysis on the requirements
- Preparing UI prototypes, prepare UI standards that needs to be followed across all applications in Caterpillar
- Participate in the development of architecture and design of the project. Also providing functional guidance to entire team located at offshore

As a Module/Technical Lead and Coordinator for the same project from off-shore, I was responsible for –

- Managing the team work allocation and status tracking
- Technically supporting the team during Development
- Providing functional guidance to entire team, preparing design of the project
- Designing the base framework for the application and responsible for implementation of the Modules
- Quality assurance of project/module deliverables
- Performing reviews of artifacts such as Hi-Fidelity prototype, Class Diagrams, Sequence Diagrams and Code
- Planning and estimating for WOR/ Project, keeping the plan up-to-date and execution of Work Order Request.

9.	KMR Portal
Client	World Bank, USA
Role	Module Lead and Senior Developer
Team Size	15
Technology	<ul style="list-style-type: none"> • Environment: work 1.1, ASP.NET, C#, JavaScript, HTML, DHTML, XML, MS SQL Server 2000, Windows 2003 Server • Tools: Visual Source Safe 6.0, MS Visio 2002, MS Project

Project Details: World Bank contains the huge monitory information for various parts of the world. There is a huge resource of data that can be used in various forms and serves different purposes at different

levels in The World Bank. There are groups of reports that need to be generated for the estimation, calculation and planning, which are present less than one head called KMR Portal. These reports are meant to be for planning and seen by the Managerial levels. KMR Portal has variety of reports that are generated from various data sources like SQL OLAP Server, Oracle Databases and SAP R/3 data sources. The data is extracted from these sources and represented as reports by means of either ASP Pages or Excel Reports. They can be personalized and can be used for planning etc. It also provides with some tools like Upload facilities and so on, where in the new data entered by the user can be uploaded to the server and the calculations and estimations can be done, on the fly. It is a useful portal for planning and estimation for managers.

Contribution

- System study and analysis of the complete solution
- Project transition from Onsite to Offshore
- Offshore Coordination
- Developed modules and maintenance
- Responsible for support, code quality assurance and providing technical guidance to the team