

Amit Choudhary

Sr. Software Engineer

Best Buy

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PROFESSIONAL SUMMARY

- Microsoft Certified Professional for Dynamics CRM with **15+ years** of experience.
- 2 times Winner of Top Performer Award at Northwestern Mutual and UBS IT Appreciation of the year award.
- Microsoft Certified Azure Architect.
- Multiple Dynamics Certifications.
- Professional Scrum Master certified by Scrum.org
- Oracle Certified Associate certified by Oracle
- Experience in Microsoft Azure technologies; Azure Functions, Azure API Apps
- Experience in Automated build and deployment with Azure DevOps
- Experience in developing standalone mobile app with Power Apps and embedded Power Apps.
- Experience with Dynamics CRM Sales module, Field Service and Project Operations.
- Rich experience in Onsite, Product development (R&D), Waterfall and Agile project models.
- CRM Veteran with 12+ CRM Implementations for Financial Services, Insurance, Life-Sciences.
- Worked on Sales and Marketing modules on Customer Engagement for CRM
- Worked on 3+ ERP life cycle implementations along with continuous, discrete, ATO Industry domains
- Experience in Discovery, Pre-Sales, Client Demos, Business process mapping (BPM).
- Expertise on Microsoft SureStep and SCRUM Agile implementations.
- Experience with multiple CRM applications like Dynamics CRM, Pivotal CRM, Clarify CRM, Vantive CRM, Epiphany CRM.
- Handled roles as Technology Architect, Solution Architect, Onsite Coordinator, Technical Lead, Team Lead, Pre-Sales, CRM Consultant, ERP Techno-Functional Consultant, Vendor partner, Interviewer and Trainer.
- Extensive experience in SOA, Solution Architecture, Plugin Architecture, Salesforce Automation, Social Network Integrations, Customer Engagement, Executive Dashboards, Integrations, Interfacing, Business Intelligence, Multidimensional Analysis, Workflows and Process flows, PCI (PA-DSS) compliance, Partial Datasets, Localization or Multilingual systems and Synchronization.
- Avid in Professional Social Media Engagement and keen advocate of Social CRM.

EXPERIENCE

- Best Buy – November 12, 2018-Till Date
- Infosys Technologies – July 26, 2010-November 8, 2018
- Tata Consultancy Services – Oct 12, 2006-July 20, 2010

CERTIFICATIONS

- Microsoft Dynamics 365 + Power Platform Solution Architect.
- Microsoft Certified Azure Solution Architect Expert.
- Microsoft Certified Professional.
- Microsoft Dynamics 365 Customization and Configuration.
- Microsoft Dynamics CRM Application.

- Microsoft Certification in MS CRM 2013 Applications.
- Microsoft Certification in MSCRM 2013 Customization & Configuration.
- Professional Scrum Master by Scrum.org.
- Microsoft Certification in MS CRM 2011 Customization and configuration.
- Microsoft Certification in MS CRM 4.0 Installation & Deployment.
- Oracle certified PL/SQL Developer Associate (OCA).
- TCS certified Performance Engineer 1.0.

TECHNICAL SKILLS

CRM	Microsoft Dynamics CRM 365/2016/2015/2013/2011/4.0/3.0, Pivotal 5.7, Vantive CRM, Epiphany CRM, Clarify CRM
Cloud Technologies	Azure, Azure Functions, Azure Dev Ops, Power Apps, Power Automate
Dev Ops	Azure Dev Ops, Azure Pipelines
ERP	Concur Travel and Expenses (CTE), Concur Expense
Integrations	SCRIBE, SSIS, CTI, LinkedIn, Facebook, Yammer, SharePoint
Platforms:	Microsoft Azure, Windows, Windows CE, Mobile and Tablet, Unix
Languages:	C#.NET, JavaScript
Technologies:	Visual Studio 2019/2017, WebAPI, jQuery
Databases:	SQL Server 2014/2010/2008, Oracle, MS Access
Reporting Tools	Power BI, SSRS, Cognos, Crystal Reports
Other Tools	TFS, Git, MS Projects, VSS, Subversion, VMware, MS Visio, OData

AWARDS & RECOGNITIONS

- Top Performer 2017 award by Northwestern Mutual.
- Top Performer 2016 award by Northwestern Mutual.
- Global Team Excellence award by Northwestern Mutual.
- UBS IT Appreciation of the Year award by UBS in Nov 2012.
- Insta Award by Infosys.
- Appreciation Award by Agilent Technologies.
- Multiple On the Spot Awards in TCS.

EDUCATION

- Bachelor of Engineering in Mechanical from 2002-2006 from Jai Narain Vyas University, Jodhpur (India).
- Senior Secondary School in 2001 from Board of Secondary Education Rajasthan, Ajmer (India).
- Secondary School in 1999 from Board of Secondary Education Rajasthan, Ajmer (India).

COMMITTEES

- Best Buy Dynamics CRM Interviewer
- Infosys Dynamics Practice - Center of Excellence(CoE)
- Infosys Dynamics CRM Interviewer
- Training Committee
- Technical Panel

ASSIGNMENT DETAILS

Details of the various important assignments that I have handled are listed here:

Project	Symphony Implementation
Period	Nov 2018-Till Date
Team Size	20 Members
Description	Implementation of Dynamics CRM; Build Pipeline Automation
Roles	Lead Engineer at Best Buy, USA
Responsibilities	<ul style="list-style-type: none"> • Understand the business and technology drivers and track cutting edge CRM trends to define clients CRM Roadmap • Participate in customer discussions during requirements analysis with a knowledge of requirements elicitation and analysis tools and techniques like story boarding, use case analysis, Agile user stories, to understand system requirements, Fit-Gap Analysis and non-functional requirements like performance, security, availability, scalability etc. • Drive technology solution on Dynamics CRM and identify required design patterns or framework • Work with Client System and Architecture team in defining Standards, Architectural designs & patterns for the CRM delivery team to follow. • Guide team with any technical challenges and make sure resolution is identified in time to enable on time delivery. • Participate in team meetings and provide directions for technology related topics • Review design and code. Set up coding and design standards as required for a project • Work on Proof of concepts and Conference Room Pilots as per the need of the project • Conduct trainings and knowledge workshops for the team members on the technology pertaining to the need of the project • Identify training needs and closely work with Team leads for addressing day to day technical challenges • Assist Supervisor in developing PoVs, white papers, etc. Help anchor presentations to customers showcasing thought leadership.
Solution Environment	<ul style="list-style-type: none"> • Dynamics 365 • Azure Functions, Azure Service Bus, Queues • C#, .NET, JavaScript, WebAPI, WCF, jQuery, REST, ODATA, Power Shell • Visual Studio 2017 • Power Apps • Azure Dev Ops

Project	MS CRM On Premise to Cloud Migration
Period	Jan 2018-Nov 2018
Team Size	10 Members
Description	Migrate existing CRM On Premise implementation to Azure Cloud
Roles	Technology Architect at Infosys, USA
Responsibilities	<ul style="list-style-type: none"> • Understand the business and technology drivers and track cutting edge CRM trends to define clients CRM Roadmap • Participate in customer discussions during requirements analysis with a knowledge of requirements elicitation and analysis tools and techniques like story boarding, use case analysis, Agile user stories, to understand system

	<p>requirements, Fit-Gap Analysis and non-functional requirements like performance, security, availability, scalability etc.</p> <ul style="list-style-type: none"> • Drive technology solution on Dynamics CRM and identify required design patterns or framework • Work with Client System and Architecture team in defining Standards, Architectural designs & patterns for the CRM delivery team to follow. • Guide team with any technical challenges and make sure resolution is identified in time to enable on time delivery. Support PM in work allocation and prioritizing the tasks • Participate in team meetings and provide directions for technology related topics • Review design and code. Set up coding and design standards as required for a project • Work on Proof of concepts and Conference Room Pilots as per the need of the project • Conduct trainings and knowledge workshops for the team members on the technology pertaining to the need of the project • Identify training needs and closely work with Team leads for addressing day to day technical challenges • Assist Supervisor in developing PoVs, white papers, etc. Help anchor presentations to customers showcasing thought leadership.
Solution Environment	<ul style="list-style-type: none"> • MSCRM 2016/2015 • SQL Server 2014 • C#, .NET, JavaScript, WebAPI, WCF, JQuery, REST, ODATA • Visual Studio 2017 • SQL Server Reporting Services (SSRS) • SQL Server Integration Services (SSIS)

Project	MS CRM implementation for US insurance client at onsite Milwaukee (USA)
Period	Jan 2016-Dec 2017
Team Size	5 Members
Description	Enhancement and upgrade of Dynamics CRM 2016/2015.
Roles	Technology Architect at Infosys, USA
Responsibilities	<ul style="list-style-type: none"> • Requirement gathering and analysis. • Dynamics CRM Solution Design, Application Performance Testing and Deployment Document Reviews. • As-IS architecture study and To-Be Architecture design discussion and creation • Create Application Architecture Document to provide deliverables in line with architectural requirements. • Analyze and resolve Performance issues. • Analyze the Business Requirements and design the optimized solution. • Non-Functional Requirements validation and design. • Review Design artefacts. • Provide solution alternatives and build Proof-of-concept. • Maintain project related documents like Project Tracker, Requirements Sheet, and Issue Tracker etc.
Solution Environment	<ul style="list-style-type: none"> • Dynamics 365 • Microsoft Azure • C#, .NET, JavaScript • Visual Studio • SQL Server Reporting Services (SSRS) • SQL Server Integration Services (SSIS)

Project	MS CRM implementation for US insurance client at onsite Milwaukee (USA)
Period	Dec 2013- Jan 2016
Team Size	7 Members
Description	Implementation of Dynamics CRM 2015/2013/2011. It includes Customization, Configuration and Extension. Upgrade from CRM 2013 to CRM 2015
Roles	Technology Lead (Techno-functional Lead) at Infosys, USA
Responsibilities	<ul style="list-style-type: none"> • Onsite Developer and Project Lead Activities • Analyze the Business Requirements and design the optimized solution. • Design Database schema for MSCRM • Analyze and resolve Performance issues. • Estimate the development effort for the business requirements (Enhancements). • Handles the Configuration, Customization and Integration part of the project. • Involved in UAT and Production Deployments
Solution Environment	<ul style="list-style-type: none"> • MSCRM 2015/2013 • SQL Server 2012 • C# .NET, JavaScript • SQL Server Reporting Services (SSRS)

Project	MS CRM implementation for US Asset Management client at onsite
Period	May 2013-Jun 2013
Team Size	7 Members
Description	CRM application maintains the Client, Contact and Product information. This position was for deployment
Roles	Team Lead (Techno-functional Lead), Onsite Coordinator at Infosys, USA
Responsibilities	<ul style="list-style-type: none"> • Onsite Developer and Project Lead Activities • Leading the team by allocating tasks to them and helping them by providing solutions. • Handles the Configuration, Customization and Integration part of the project. • Involved in UAT and Production Deployments
Solution Environment	<ul style="list-style-type: none"> • MSCRM 2011/4.0 • SQL Server 2008 • C# .NET, JavaScript • SQL Server Reporting Services (SSRS)

Project	MS CRM implementation for US client at onsite Florida (USA)
Period	Feb 2013-May 2013
Team Size	7 Members
Description	CRM application maintains the Client, Contact and Product information. It also maintains Campaign Activities and Call Report information. Microsoft CRM 4.0 product was customized to suit the requirements of the company with multiple custom pages. Client requested for upgrade to MSCRM 2011 with minimal custom pages. It is Integrated with many of their legacy systems so that the data flows from their legacy system into CRM and vice versa.
Roles	Team Lead (Techno-functional Lead), Onsite Coordinator at Infosys, USA
Responsibilities	<ul style="list-style-type: none"> • Onsite Developer and Project Lead Activities • Analyzing the Business Requirements and designing the optimized solutions to implement them in the system. • Estimating the development effort for the business requirements (Enhancements).

	<ul style="list-style-type: none"> Leading the team by allocating tasks to them and helping them by providing solutions. Handles the Configuration, Customization and Integration part of the project. Involved in UAT and Production Deployments
Solution Environment	<ul style="list-style-type: none"> MSCRM 2011/4.0 SQL Server 2008 C# .NET, JavaScript SQL Server Reporting Services (SSRS)

Project	MS CRM 2011 Upgrade for Swiss Bank at onsite Singapore
Period	Jun 2012-Dec 2012
Team Size	4 Members
Description	MSCRM application maintains the Bank's Client and Contact information. Also maintains investment related information like Holdings and Transactions for a client. It also maintains Campaign Activities and Call Report information. Microsoft CRM 4.0 product is customized to suit the requirements of the company. It was integrated with many of their legacy systems so that the data flows from their legacy system into CRM and vice versa. Application upgraded and rewritten as per MSCRM 2011 standards.
Roles	Team Lead (Techno-functional Lead), Onsite Coordinator at Infosys, Singapore
Responsibilities	<ul style="list-style-type: none"> Onsite Developer and Project Lead Activities for CRM application at APAC region. Analyzing the Business Requirements and designing the optimized solutions to implement them in the system. Estimating the development effort for the business requirements (Enhancements). Leading the team by allocating tasks to them and helping them by providing solutions. Handles the Configuration, Customization and Integration part of the project. Involved in UAT and Production Deployments
Solution Environment	<ul style="list-style-type: none"> MSCRM 2011/4.0 SQL Server 2008 C# .NET, JavaScript Scribe 7.5 SQL Server Reporting Services (SSRS)

Project	MS CRM 2011 Upgrade for Swiss Bank
Period	Dec 2011-May 2012
Team Size	4 Members
Description	MSCRM application named as ClientPoint maintains the Bank's Client and Contact information. Also maintains investment related information like Holdings and Transactions for a client. It also maintains Campaign Activities and Call Report information. Microsoft CRM 4.0 product is customized to suit the requirements of the company. It was integrated with many of their legacy systems so that the data flows from their legacy system into CRM and vice versa. Application upgraded and rewritten as per MSCRM 2011 standards along with Scribe insight upgrade from 6.5 to Scribe 7.5.
Roles	Team Lead (Techno-functional Lead) at Infosys, India
Responsibilities	<ul style="list-style-type: none"> Analyzing the Business Requirements and designing the optimized solutions to implement them in the system. Estimating the development effort for the business requirements.

	<ul style="list-style-type: none"> Leading the team by allocating tasks to them and helping them by providing solutions. Handles the Configuration, Customization and Integration part of the project. Involved in UAT and Production Deployments
Solution Environment	<ul style="list-style-type: none"> MSCRM 2011/4.0 SQL Server 2008 C# .NET, JavaScript Scribe 7.5 SQL Server Reporting Services (SSRS)

Project	MS CRM implementation for Swiss Bank
Period	Dec 2010-Nov 2011
Team Size	6 Members
Description	MSCRM application named as ClientPoint maintains the Bank's Client and Contact information. Also maintains investment related information like Holdings and Transactions for a client. It also maintains Campaign Activities and Call Report information. Microsoft CRM 4.0 product is customized to suit the requirements of the company. It was integrated with many of their legacy systems so that the data flows from their legacy system into CRM and vice versa.
Roles	Technology Analyst at Infosys, India
Responsibilities	<ul style="list-style-type: none"> Analyzing the Business Requirements and designing the optimized solutions to implement them in the system. Handles the Configuration, Customization and Integration part of the project. Involved in UAT and Production Deployments. Data Migration activities.
Solution Environment	<ul style="list-style-type: none"> MSCRM 4.0 SQL Server 2005 C# .NET, JavaScript Scribe 6.5 SQL Server Reporting Services (SSRS)

Project	MS CRM implementation for Swiss Bank Business Unit
Period	Jul 2010-Jan 2011
Team Size	4 Members
Description	AQ Onboarding was a decommissioning project from Goldmine application to an existing MSCRM 4.0 application. This application was maintaining Customers and Contacts information and related Investment (Holdings and Transaction information) for a particular Business Line. Microsoft CRM 4.0 product is customized to suit the requirements of the company. It is Integrated with their legacy system so that the data flows from their legacy system into CRM.
Roles	Technology Analyst at Infosys, India
Responsibilities	<ul style="list-style-type: none"> Analyzing the Business Requirements and designing the optimized solutions to implement them in the system. Handles the Configuration, Customization and Integration part of the project. Involved in UAT and Production Deployments. Data Migration activities.
Solution Environment	<ul style="list-style-type: none"> MSCRM 4.0 SQL Server 2005 C# .NET, JavaScript Scribe 6.5 SQL Server Reporting Services (SSRS)

Project	Concur Expense to Concur Travel & Expense (CTE) Upgrade
Period	Jan 2010-Jul 20, 2010
Team Size	4 Members
Description	This project is related to upgrade from Concur Expense to Concur Travel & Expense (CTE). Concur Expense (CES) is used to raise company related expenses. There is another application named Cliqbook, used for corporate travel bookings. This upgrade integrates CES and Cliqbook together. The job responsibilities include planning, requirement analysis, coordination with different stakeholders, status meetings with stakeholders, understanding the technical issues and present them to technical teams.
Roles	Technical Project Manager at Tata Consultancy Services, India
Responsibilities	<ul style="list-style-type: none"> • Coordination with different stakeholders. • Client Interaction. • Gather requirements from client. • Creation of Project Plan.
Solution Environment	<ul style="list-style-type: none"> • Concur Expense • Concur Travel and Expense • Cognos Report

Project	Maintenance and Support of Pivotal CRM Windows Client 5.7
Period	Jan 2007-Jun 2007 and Jul 2008-Jul 2010
Team Size	3 Members
Description	The project involved in maintenance and supporting the Pivotal 5.7 windows client. It involves helping the client to provide them with a customized Pivotal system that kept track of the process to create and handle companies and opportunities. This system also interacted with various systems, like ERP, legacy CRM etc.
Roles	Team Lead at Tata Consultancy Services, India
Responsibilities	<ul style="list-style-type: none"> • Keep application up and running. • Monitor and Recover Batch Jobs if failed. • Client Interaction.
Solution Environment	<ul style="list-style-type: none"> • Pivotal - Windows Client 5.1 • Pivotal - Windows Client 5.7 • Pivotal Mobile 5.1 • Windows XP/ 2003 • SQL Server 2000

Project	Voyager Interface
Period	Oct 2007-Mar 2008
Description	Creation of the interfaces that helps in transfer of data to/from Pivotal system from/to a Siebel system.
Roles	Pivotal analyst and Developer at Tata Consultancy Services, India
Responsibilities	<ul style="list-style-type: none"> • Requirement analysis and capturing. • Designing and coding according to the specifications. • Creating test cases. • Testing and fixing issues/bugs. • Review testing.
Solution Environment	<ul style="list-style-type: none"> • Pivotal - Windows Client 5.7 • Windows XP/ 2003 • SQL Server 2000 • Perl Script