

## Rajashree Nanaware

229 E Commonwealth Ave. APT 302 Fullerton, CA, 92832 | +1 (385)-216-2744 | [rajashreenanaware@gmail.com](mailto:rajashreenanaware@gmail.com)

LinkedIn: <https://www.linkedin.com/in/rajashree-nanaware-b6088b40/>

### Professional Summary:

- MCSA & CSM certified professional with 8.5 years of experience in Microsoft Dynamics CRM Development.
- Worked as a Techno-functional consultant across different domains like BFS, Insurance, Manufacturing & Logistics on different CRM implementations of CRM 2011 to Dynamics 365 (Both on Premise and Online).
- Experience of working with Business Owners/End Clients in different phases of product lifecycle such as gathering system specifications and functional requirements, Documenting, Development and UAT validation along with End User Training.
- Hands on experience & deep understanding of Sales, Service, Marketing & Field Services modules of MSCRM.
- Experience of working in a client facing role & managing onsite-offshore model.
- Experience in configuring Dynamics CRM application by creating entities, fields, business rules, business process flows, security roles and extending the functionality by writing client JavaScript, plug ins, custom workflows, web services and integration with third party legacy systems. Hands on in creating Power Apps and Microsoft Flow.
- Experience in data migrations using SSIS & Scribe and displaying visualization using SSRS and Power BI Dashboards.
- Strong experience in CRM implementations using Agile as well as Waterfall methodologies and effectively worked as Scrum Master in various ongoing projects.
- Ability to quickly master new concepts, applications with good analytical and problem-solving skills, motivated to succeed with the desire to tackle challenging problems

### Educational Qualification:

**MS in Information Systems** (GPA: 3.99)

University of Utah - David Eccles School of Business

*August 2017 - July 2018*

Salt Lake City, Utah

**Bachelor of Engineering in Information Technology** (Percentage: 70%)

Government College of Engineering, Karad, MH, India

*August 2007 - May 2011*

Karad, MH, India

### Technical Skills:

Web Technologies & Programming languages	C#, ASP.NET, Web Services, HTML, XML, CSS 3.0, ReactJS, TypeScript, JavaScript, jQuery, LINQ, Bootstrap 3.3.7, Angular JS
Tools used and IDE	Visual Studio, Visual Studio Code, Microsoft Visio
Source Control Tools	MS TFS, Git
Other Tools used	Microsoft Dynamics CRM 2011 - 365, SSRS BIDS, Scribe, Power BI, Miller Heiman, Ribbon Workbench, JIRA, Click Dimension, Azure, SharePoint integration
Microsoft Dynamics Certification	MB2-716, MB2-715, MB2-707, MB2-701, MB2-702, MB2-876, MB2-868
Other Certifications	Certified Scrum Master

### Experience Summary:

**Ingram Micro**  
Systems Analyst

Irvine, CA, USA  
*Nov 2018 – Apr 2021*

- Analysis & implementation of new CRM requirements of different complexity into existing Dynamics 365 CRM application at Ingram Micro.
- Involved in providing UAT Training and Post Go Live production support of Global rollout of IM360 CRM
- Customizing and configuring Dynamics 365 application using custom workflows, Plugins, JavaScripts.
- Developing custom SSRS & Power BI reports to provide 360-degree view of IM360.
- Working on custom Quoting framework of Ingram Micro using React framework.
- Integration with different legacy application using .NET framework & Web APIs.
- Actively involved in interaction with Application users, change requestors, user/departmental management.

- Involved in monthly production deployment releases to different environments (Dev -> QA -> UAT -> Prod)
- Worked as a Scrum Master in various ongoing projects at Ingram Micro.

### **PrenticeWorx**

*CRM Consultant [Internship]*

Salt Lake City, UT, USA

*Sep 2017 - Jul 2018*

- Gathering & implementing customer requirements regarding organization's approval workflow module of Dynamics CRM 365 online for one of the professional networking clients in CA.
- Worked on Power BI for dashboards and developed custom SSRS reports.
- Worked on extending CRM functionality using Plug-in, Custom workflows, Web services, JavaScript.
- Developed Azure function Apps to process CRM bulk record updates.

### **Tata Consultancy Services**

*IT Analyst*

Pune, MH, India

*April 2014 - July 2017*

- Experience of working as an Onsite technical consultant for one of the BFS client in London.
- Conducted training for Customizing & Configuring Microsoft Dynamics CRM, SSRS Reporting.
- Perform gap analysis between a client's requirement and the functionality within Microsoft Dynamics CRM
- Translate business requirements into CRM functional and configuration requirements
- Responsible for testing and documenting the CRM
- Configure the application to meet a client's requirements using the Microsoft Dynamics CRM Customization Tool, Workflow Tool, or SDK, plugins.
- Identify creative workarounds to meet requirements without the development of custom code
- Understand the functional capabilities and limitations for out of the box functionality as well as custom code
- Create technical specifications Design and integrate business processes and data flows between CRM applications and other applications, such as back office/ERP applications configuration
- Worked on Dynamics CRM 2011, 2013, 2015, 2016 online and on-premise version.
- Performed configuration and custom development of CRM application using .NET, C#, JavaScript, Web API, SSRS, SSIS, fetch XML

### **Cognizant Technology Solutions**

*Programmer Analyst*

Pune, MH, India

*Dec 2011 - Mar 2014*

- Worked as a single resource in CRM 2011 post upgrade support project for one of the Manufacturing clients of US where I worked mostly on Scribe jobs for data migration, Ribbon workbench & Plug-in development.
- Generated Audit report through custom console development which was not possible with SSRS.
- Extended the functionality of dynamics CRM with plug-in, custom workflow, web services, JavaScript, built custom HTML for product management, SSRS reports and SharePoint integration for custom folder creation.
- Received "Best Entry Level Programmer" award amongst 40 entry level employees.