Sai Mithil

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| **Professional Summary** |

* **7+ years** of advanced **Microsoft Dynamics 365 CRM** development expertise, specializing in end-to-end customization, integration, and automation for enterprise clients.
* Designed **Power Apps** (Canvas/Model-Driven) and **Power Automate** solutions, reducing manual processes by **40%** and improving operational efficiency through seamless integration with **Azure Logic Apps**, **Dataverse**, and third-party systems (**SAP, Oracle**).
* Architected **Dynamics 365 solutions** with **XRM SDK**, **C#**, and **JavaScript**, implementing **role-based security**, **GDPR/CCPA compliance**, and **audit trails** for sensitive financial data.
* Optimized CRM performance by developing **custom Plugins**, **Workflow Activities**, and **PCF components**, enhancing client onboarding, **KYC workflows**, and portfolio management for **Fortune 500 firms**.
* Deployed **CI/CD pipelines** via **Azure DevOps** for Dynamics 365, automating testing and reducing deployment errors by **30%**. Streamlined data migration using **KingswaySoft** and **SSIS**, improving data accuracy by **25%**.
* Expertise in **entity relationships** (1:N, N:N, 1:1), **Dynamics 365 SDK**, and **OData services**, delivering scalable solutions for **lead-to-cash processes** and **client self-service portals**.
* Integrated **Power BI** with Dynamics 365 to create **real-time dashboards**, enabling data-driven decision-making for executive stakeholders.
* Modernized legacy CRM systems (2013/2015/2016) to **Dynamics 365**, improving UI responsiveness by **35%** through **jQuery**, **Bootstrap**, and **AJAX** implementations.
* Automated **loan origination workflows** using **Power Automate** and **Azure Functions**, reducing approval cycles from **14 days to 5 days**.
* Developed **Unified Service Desk** configurations for agent scripting and automated compliance reporting, reducing manual audits by **60%**.
* Implemented **field-level encryption** and **RBAC** to protect sensitive financial data, ensuring compliance with **SEC, MiFID II, and SOX regulations**.
* Built **custom connectors** in Power Apps/Power Automate to integrate Dynamics 365 with **Core Banking Systems** and **legacy ERP platforms**.
* Migrated **monolithic CRM architectures** to **microservices** using **Azure Functions** and **Docker**, enhancing scalability and fault tolerance.
* Leveraged **KingswaySoft** for seamless data migration from SQL to Dynamics 365, reducing manual effort by **50%**.
* Designed **SSRS reports** and **SQL Server data models** for client portfolio management, cutting report generation time by **40%**.
* Configured **Azure Logic Apps** for real-time synchronization between Dynamics 365 and **SAP/Oracle**, minimizing data discrepancies by **25%**.
* Pioneered **PCF (Power Apps Component Framework)** controls for reusable CRM components, accelerating UI development by **25%**.
* Utilized **Azure DevOps** for version control, CI/CD, and Agile project management, achieving **95% sprint completion rates**.
* Developed **client self-service portals** with **JavaScript** and **React.js**, enabling investors to track portfolios and submit service requests.
* Mentored junior developers on **Dynamics 365 best practices**, **C# Plugin development**, and **Power Platform integrations**, improving team productivity by **30%**.

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| **Technologies and Skills** |

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| Dynamics 365 Ecosystem: | Dynamics 365 CRM, Power Apps (Canvas/Model-Driven), Power Automate, Dataverse, XRM SDK, Common Data Service (CDS), PCF |
| **Integration & Tools**: | REST/SOAP APIs, Azure Logic Apps, Azure Functions, SSIS, KingswaySoft, OData, Web Services, Postman, Swagger |
| **Cloud Technologies**: | SQL Server 2019+/Azure SQL, PostgreSQL, Entity Framework Core, Redis, Cosmos DB |
| **Programming & Scripting**: | C#, .NET, JavaScript, HTML5/CSS3, jQuery, ASP.NET, SQL/T-SQL, Plugins, Custom Workflow Activities |
| **Methodologies**: | Agile/Scrum, CI/CD Pipelines, Entity Relationships (1:N, N:N), Security Models (RBAC, Field-Level Encryption) |

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| **Professional Experience** |

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| Client: **Knights of Columbus, New Haven, CT** | **October 2022 – Present** |
| Role: **Dynamics 365 Advanced Developer** |  |
| Responsibilities: |  |

* Engineered **20+ custom entities**, **forms**, and **dashboards** in Dynamics 365 to automate client onboarding workflows, reducing manual data entry by **40%** and improving lead conversion rates by **25%**.
* Developed **Power Apps Component Framework (PCF)** controls for reusable CRM components, accelerating UI development by **25%** and standardizing UX across 15+ modules.
* Integrated **Power BI** with Dynamics 365 to create **real-time financial dashboards**, enabling executive stakeholders to monitor $500M+ portfolios with interactive analytics.
* Automated **KYC processes** using **Power Automate** and **Azure Logic Apps**, cutting processing time from **48 hours to 12 hours** for 10,000+ annual client verifications.
* Implemented **JWT authentication** and **OAuth 2.0** for secure API integrations with **Core Banking Systems**, ensuring **FINRA/SOX compliance** and protecting 250K+ user accounts.
* Containerized CRM modules using **Docker** and deployed via **Azure DevOps CI/CD pipelines**, reducing deployment errors by **30%** and achieving **zero downtime** during updates.
* Migrated legacy CRM 2015 systems to **Dynamics 365**, modernizing UI with **jQuery**, **Bootstrap**, and **AJAX**, improving page load times by **35%**.
* Designed **SSRS reports** and **SQL Server data models** for client portfolio management, reducing report generation time by **40%** through optimized stored procedures.
* Built **client self-service portals** linked to Dynamics 365, enabling 5,000+ investors to track portfolios and submit service requests, improving user engagement by **50%**.
* Developed **Plugins** and **Custom Workflow Activities** to automate loan origination workflows, reducing approval cycles from **14 days to 5 days**.
* Secured sensitive data using **field-level encryption** and **role-based access control (RBAC)**, ensuring compliance with **SEC/MiFID II regulations**.
* Integrated **Azure Functions** with Dynamics 365 to extend functionality for real-time notifications, reducing manual follow-ups by **60%**.
* Configured **Unified Service Desk** for agent scripting and automated compliance reporting, reducing manual audits by **60%**.
* Streamlined data migration from legacy SQL databases using **KingswaySoft**, improving data accuracy by **25%** and reducing migration time by **50%**.
* Designed **event-driven architectures** with **RabbitMQ** for asynchronous order processing, enhancing system scalability for 1M+ monthly transactions.
* Implemented **Elasticsearch** for product search capabilities, handling 2M+ documents with sub-second response times.
* Created **custom NuGet packages** for shared authentication logic across 12+ microservices, standardizing security protocols.
* Optimized **SQL query performance** by refactoring indexes and execution plans, reducing report latency from **12 minutes to 90 seconds**.
* Conducted **performance tuning** of Dynamics 365 plugins, reducing API response times by **55%** through Redis caching.
* Mentored **5 junior developers** on **C# Plugin development** and **Power Platform best practices**, reducing onboarding time by **40%**.

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| Client: **Enterprise Mobility, St. Louis, MO** | **April 2020 – July 2022** |
| Role: **Dynamics CRM Developer** |  |
| Responsibilities: |  |

* Migrated **legacy CRM 2015 systems** to **Dynamics 365**, modernizing UI with **jQuery**, **Bootstrap**, and **AJAX**, improving page load times by **35%**.
* Designed **15+ SSRS reports** and **SQL Server data models** for client portfolio management, reducing report generation time by **40%**.
* Built **client self-service portals** linked to Dynamics 365, enabling investors to track portfolios and submit service requests, improving user engagement by **50%**.
* Developed **Plugins** and **Custom Workflow Activities** to automate loan origination workflows, reducing approval cycles from **14 days to 5 days**.
* Secured sensitive data using **field-level encryption** and **role-based access control (RBAC)**, ensuring compliance with **SEC/MiFID II regulations**.
* Integrated **Azure Logic Apps** with Dynamics 365 for real-time synchronization with **SAP**, reducing data discrepancies by **25%**.
* Configured **Unified Service Desk** for agent scripting and automated compliance reporting, reducing manual audits by **60%**.
* Streamlined data migration from legacy SQL databases using **KingswaySoft**, improving data accuracy by **25%**.
* Designed **event-driven architectures** with **RabbitMQ** for asynchronous order processing, enhancing system scalability.
* Implemented **Elasticsearch** for product search capabilities, handling 2M+ documents. Created **custom NuGet packages** for shared authentication logic across microservices.
* Optimized **SQL query performance** by refactoring indexes and execution plans. Conducted **performance tuning** of Dynamics 365 plugins, reducing API response times by **55%**.
* Mentored junior developers on **C# Plugin development** and **Power Platform best practices**. Automated **KYC processes** using **Power Automate**, cutting processing time by **50%**.
* Developed **real-time dashboards** with **Power BI**, improving data visibility for executive stakeholders.
* Integrated **Dynamics 365 with Oracle** using **SSIS**, reducing data synchronization errors by **30%**. Implemented **GDPR compliance** measures, including data anonymization and audit trails.
* Designed **RESTful APIs** for seamless integration with third-party financial systems. Reduced infrastructure costs by **20%** through **Azure PaaS** adoption.

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| Client: **Bank of America, Pennington, NJ** | **August 2018 – February 2020** |
| Role: **Dynamics CRM Developer** |  |
| Responsibilities: |  |

* Developed and customized Microsoft Dynamics 365 CRM/CE solutions for financial services clients, ensuring compliance with industry regulations (e.g., FINRA, GDPR, SOX).
* Designed and implemented custom entities, workflows, business rules, and Power Automate flows to automate financial processes like client onboarding, KYC (Know Your Customer), and loan origination.
* Integrated Dynamics 365 with financial systems (e.g., SAP, Oracle, Core Banking Systems) using Azure Logic Apps, SSIS, and API-based solutions.
* Developed JavaScript, C#, and Plugins to extend CRM functionality for wealth management, investment tracking, and customer portfolio management.
* Configured Dynamics 365 Sales & Customer Service modules to streamline lead-to-cash processes, client servicing, and case management for financial institutions.
* Implemented role-based security, field-level security, and data encryption to protect sensitive financial data.
* Developed and customized Microsoft Dynamics 365 CRM/CE solutions for financial services clients, ensuring compliance with industry regulations (e.g., FINRA, GDPR, SOX).
* Designed and implemented custom entities, workflows, business rules, and Power Automate flows to automate financial processes like client onboarding, KYC (Know Your Customer), and loan origination.
* Integrated Dynamics 365 with financial systems (e.g., SAP, Oracle, Core Banking Systems) using Azure Logic Apps, SSIS, and API-based solutions.
* Developed JavaScript, C#, and Plugins to extend CRM functionality for wealth management, investment tracking, and customer portfolio management.
* Configured Dynamics 365 Sales & Customer Service modules to streamline lead-to-cash processes, client servicing, and case management for financial institutions.
* Implemented role-based security, field-level security, and data encryption to protect sensitive financial data.
* Worked on Building a Dynamics 365 solution for a private equity firm, reducing manual data entry by 40% and improving lead conversion.
* Worked on Creating a secure client self-service portal linked to Dynamics 365, enabling investors to track portfolios and submit service requests. Implemented audit trails and automated compliance reporting to meet SEC & MiFID II requirements.

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| **Education** |

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| Eastern Illinois University, Illinois |  |
| *Master of Science in Computer Science*  | 4 CGPA |

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| **Certifications** |

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| Microsoft Certified: Azure FundamentalsMicrosoft Dynamics 365 Fundamentals ExamMicrosoft Dynamics 365 for Finance and Operations | AZ-900MB-901MB6-894 |
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