

ZESHAN KHAN

Senior Dynamics 365 CRM & Salesforce Developer (7+ years)

Zeshan Khan is a graduate in Computer Engineering and have deep expertise in Microsoft Dynamics CRM/365 and Salesforce. His work experience is vast including around 3 years of .NET technologies work experience and 8 years of CRM development and consultancy experience. He has performed in multiple roles in different organization including CRM Consultant, CRM Developer, and Lead roles.

Extensive knowledge and experience in building Dynamics 365 CRM based projects. Vast experience in SSRS reporting tool and have setup Unified Service Desk for call center to interact with Dynamics 365 CRM in easily and quickly manner.

Zeshan have also worked on integration projects between Microsoft Dynamics CRM and AX using AIF services for the rental industry.

Have also been involved in business requirement gathering using different methods of requirement gathering and then making SDD, TDD, FDD documents to define the system technically, functionally for the stakeholders.

Hands-on experience of Power Automate to automate business requirement as per need.

He has successfully designed automated deployment for Dynamics 365 CRM project using ALM (Application lifecycle management) with Microsoft Power Platform

Microsoft Dynamics CRM Certifications:

- Certified Microsoft Power Platform Developer
- Certified Microsoft Dynamics 365 for Customer Service
- Certified Microsoft Dynamics 365 Customization & Configuration
- Certified Microsoft Dynamics 365 for Field Service
- Certified Microsoft Dynamics 365 Customer Engagement Online Deployment
- Microsoft Dynamics 365 for Sales.
- Microsoft Dynamics CRM Customization and Configuration.

Microsoft Certifications:

- Developing ASP.NET MVC Web Applications
- Programming in HTML5 with JavaScript & CSS3.

Salesforce Certifications:

- Salesforce.com Certified Sales Cloud
- Salesforce.com Certified Platform Developer 1
- Salesforce.com Certified Platform App Builder
- Salesforce.com Certified Administrator
- Salesforce.com Certified Force.com Developer

Microsoft Power Platform

Sales Module
Service Module
Field Service Module
Microsoft Azure

Microsoft Power Platform Technologies

Plugin
Workflows
Actions
Client API
Dynamics SDK
XrmToolBox

Programming Languages

Apex, C#.net , Asp.net

Web Technologies

HTML, CSS, AJAX, XML, JavaScript

Methodologies

Agile, Scrum, SDLC

Reference assignments

Dynamics CRM Developer

2 years & 11 months

2018 - 2021

Water and Sewerage

Implementation for a water supplier company in UK for household and non-household customers. This project is covering Customer onboarding scenario where new customer move into the property after onboarding system is handling Billing mechanism system has ability to manage how much bill will be generated for Customer once customer is moved out from property. Once Customer is onboarded, if Customer wants to change something like wants to change Billing Account or wants to add new property into Billing Account system then it has capability of doing that. Customer can also query from Dynamics Portal himself/herself. CRM will be integrated with other systems in future to get the Bill Amount and property details from GIS system as it is on-going project.

Responsibilities:

- Working as a CRM consultant on a large-scale project on Dynamics 365.
- Power platform customization for Dynamics CE
- Using Power automate for business requirements.
- Azure features for integration involve Azure Logic Apps, Azure Functions, Blob storage
- Plugins and custom workflows are used also in this project
- Unified Service Desk
- Configured Unified Service Desk to handle call outgoing/incoming from Cisco

Dynamics CRM Developer

1 year

2018

Hospitality

Waste Management system for managing waste and kitchen inventory for hotels In UAE. The Client is providing a service to hotels/restaurants in whole UAE countries. This service helps Customers to manage/monitor how much food they are wasting and how they can improve food wastages. For kitchen staff, a web-based application was created to record waste into the system. From CRM, user can add inventory, and can make waste order for food items. Product catalogue is the base of this project where we categorized food items in different units.

Responsibilities:

- Form Customization
 - Plugins
 - Custom Workflow activities
 - customizing Field Service module
-

Dynamics CRM Developer

1 year and 6 months

2017 - 2018

Fund raising

The client is an organization in UAE who provide fund to the individual who has some attractive business plan. They evaluate the application and take action accordingly let's say how much funds would be given, or he/she is not eligible for funds in case he/she didn't meet criteria. So, once fund application is arrived process started to review among business users, appointment happens with applicant for further query if Business user requires

Responsibilities:

- Form Customization
- Plugins
- Custom Workflow activities
- Customizing Field Service module

Dynamics CRM Developer

1 year

2017 - 2018

Water company

A water supplier in Jordan, they are using field service to manage Customers. If there is Customer and some work is required at Customer location work order is generated and technician go on scheduled time with inventory. Almost every feature of Dynamics 365 Field Service is being used. They are also using Agreement for those Customer who wants timely service. The system is also integrated with Dynamics Operations for syncing Purchase Order via Microsoft Flow. Technician is utilizing RESCO mobile app to update status while on site to Customer.

Responsibilities:

- Created Custom Workflows activities for sending email notifications.
 - Created plugins.
 - Form Customizations using D365 JavaScript library
 - RESCO Mobile CRM Customization.
 - Microsoft Flow, Data Integration project.
 - Using CDS SDK
 - Integration between D365 Field Service & D365 FIN & OPERATION.
 - Created complex Custom Workflow Activities
 - Making Dashboard.
-

Dynamics CRM Developer in ARM CRM

6 months

2017

IT

This was an implementation of Microsoft Dynamics CRM 2015 Sales cycle. This involves complete Sales Cycle of Dynamics CRM with interaction with Dynamics AX 2012 using AIF Services. The client gives generators on rent to their customers. CRM is helping them to manage their Customers. CRM Sales process were modified as per their business. It starts from Lead and ends on Invoice. Multiple types of Quotations are being generated because they have previously word documents which were used for sending quotations to the customers

Responsibilities:

- Involved in requirement gathering phase.
- Giving training a team of 2 guys for coming Salesforce.com projects.
- As I have knowledge of both CRM systems, so it helps me to give a clear picture to client which CRM system is suitable for you
- Microsoft Dynamics CRM customization.
- Declarative and programmatic changes in Salesforce.com platform.
- Writing plugins in Dynamics CRM
- Having 8 certifications to prove myself on different technologies.
- Microsoft Dynamics CRM integration with Microsoft Dynamics AX 2012 using AIF Services

Dynamics CRM Developer in Service Module

6 months

2016

IT

This was an implementation of Microsoft Dynamics CRM Online Service Module. This involves Case Management, Case Assignment Rules and a Web Based application built on Asp.net 4.5 to add a query from Customer into Microsoft Dynamics CRM Online.

Responsibilities:

- Involved in requirement gathering phase.
 - Giving training a team of 2 guys for coming Salesforce.com projects.
 - As I have knowledge of both CRM systems, so it helps me to give a clear picture to client which CRM system is suitable for you
 - Microsoft Dynamics CRM customization.
 - Writing plugins in Dynamics CRM
-

Dynamics CRM Developer in Student Information System

1 year

It is a complete XRM Solution on Dynamics CRM 2011 platform. It includes Student Registration, Attendance, Examination, Alumni Profile features

2015 - 2016

IT

Responsibilities:

- Build custom pages on asp.net and embedded these in Microsoft Dynamics CRM 2011
- Creating workflows in Dynamics CRM 2011.
- Conducted UAT session.
- Wrote complex plugins in Microsoft Dynamics CRM 2011.
- Made reports on SSRS tool
- Made a Dashboard on Microsoft Dynamics CRM 2011

Salesforce Developer

8 months

A complete Financial Software on cloud based for Small Organization

2015

IT

Responsibilities:

- Adding new functionalities in AppExchange product.
- Creating visualForce pages and used classes to interact with database.
- Writing complex triggers in product. Have experience on Sales cloud implementation.
- Worked another cloud platform which was RunMyProcess and integrate it with Salesforce instance
- Created reports in Salesforce.com
- Interact with clients on requirement gathering.
- Give demo to client on completing new feature like S-Doc.
- Have used AppExchange product like Mailchimp, S-Doc, Time In

.NET Developer in Process Analytics

6 months

Process Analytics was designed to simulate BPMN processes in Microsoft Excel

2013

IT

Responsibilities:

- Used third party API for simulation
- Design and code classes for simulation

.NET Developer in

4 months

This was a project for converting BPM diagram to BPMN and vice versa

2013

IT

Responsibilities:

- Writing XSTL,
- XPath,
- Understanding data in XML (exported from Corporate Modeler)

.NET Developer in Communicator4Word

4 months

Communicator4Word is a VSTO project for Microsoft Word. It provides a way to create a document on Casewise Modeler. It is a tool to document, visualize, analyze, and optimize your organization's business processes, applications and systems.

2012

IT

Responsibilities:

- Using VSTO tool for Microsoft Word
 - Integration with Corporate Modeler
-

.NET Developer in Managed Laboratory Services

1 year

The client was using Managed Laboratory Services a system built on .NET technology for sales of pharmaceutical products.

2012 - 2013

Pharmaceutical

Responsibilities:

- Making new asp pages in asp.net
 - Exporting & Importing Document using XML from MLS to Roche system and vice versa
 - Wrote complex stored procedures in SQL Server 2008
-

.NET Developer in Electronic Queue Management System

1 year

The client support you in modernizing your business, improving your customer satisfaction standards, and making the most of technological opportunities to achieve desired results on your digital journey.

2013 - 2014

IT

Responsibilities:

- Worked on a product which is Electronic Queue Management System.
 - Add new features in portal of Electronic Queue Management System.
 - Portal was used to setup the configuration which is required to use Electronic Management System.
 - Portal was built on Asp.net and was using SQL Server as a Database.
 - Wrote complex stored procedures.
 - Made reports using Crystal Reports.
-

.NET Developer in SONIC - Warehouse Management System

1 year

The client deals with logistics in Canada. Client has big warehouse setup, so they were looking for software tool for managing all operation for their warehouse.

2011 - 2012

Logistics

Responsibilities:

- Adding new features in SONIC (Warehouse Management System)
 - Completely involving new development on .net platform.
 - Had done extensive work on SQL Server 2008.
 - Wrote windows service to convert Quotation into Sales Order.
 - Resolving bugs in SONIC.
 - Plugins and custom workflows are used also in this project
 - Coordinate with SQA team on issues
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Employments

Dynamics 365 CRM Consultant	2022
Dynamics 365 CRM Consultant	Nov 2018 – Present, (OXYDATA SOFTWARES, Kuala Lumpur)
Senior CRM Consultant	Oct 2017 – Oct 2018, (SYSTEMS LIMITED, Karachi)
CRM Developer	Dec 2015 – Sept 2017, (MAISON CONSULTING & SOLUTIONS, Karachi)
Salesforce Developer	Mar 2015 – Oct 015, (ZUMZUM LIMITED, Karachi)
Customization Consultant Karachi)	Oct 2014 – Mar 2015, (MAISON CONSULTING & SOLUTIONS,
Asp.net Developer	Nov 2013 – Sept 2014, (WAVETEC, Karachi)
Software Developer	Mar 2012 – Oct 2013, (ITIM SYSTEMS, Karachi)
Software Developer	Jan 2011 – Feb 2012, (SPCTEK, Karachi)

Education

Degree	University	Start Date	End Date
BS in Computer Engineering	Sir Syed University of Engineering & Technology	January 2006	December 2009