

CV#40000338

B.E (Electronics & Communication)

Mobile no:+971

OBJECTIVE:

To work in a challenging & creative environment which will help me to explore and realize my potential in IT Programming & to utilise my experience in Consulting, Analytical and Communication skills in CRM & ERP.

PROFESSIONAL CREDENTIALS:

- **B.E (ECE)** from St. Joseph's College of Engineering in 2014 with CGPA **7.24**.
- Overall percentage of 84% in grade XII (TN state board) from **Crescent English School, Dubai**.
- Overall percentage of 76.2% in grade X (CBSE) from **OOEHS, Sharjah**.

CERTIFICATIONS OBTAINED:

- Business English Certificate Vantage by University of Cambridge Grade B on August 2012.
- Microsoft CRM 2011 applications (MB2-868) certification acquired on 20th December 2014
- Microsoft CRM 2013 applications (MB2-700) certification acquired on 23rd May 2015.

KEY SKILLS:

- In depth knowledge about Microsoft Dynamics CRM software (version 2011, 2013 and 2015).
- Skilled at identifying the Client's needs & customising them.
- Basic working knowledge of ERP principles.
- Competent in programming languages like C, C++, Java etc.
- Basic knowledge of Javascript, SQL, Adobe Photoshop.
- Proficient with MS Word, Excel and PowerPoint.

WORK EXPERIENCE:

Duration: Intern from June 2014 till September 2014

Designation: CRM functional consultant trainee.

Organization: Jean Martin Inc.

(Description: Jean Martin Inc. is a full service IT software development and product engineering firm which provides Custom software development, Product Engineering, ERP solutions, Business process & Business Intelligence.)

Responsibilities:

- Gathering and understanding client system requirements, thus formulating a functional specification after analysis.
- Mapping client requirements with CRM application functionality; identifying creative work around when necessary for customizations.
- Validate and verify any new architectural change before rolling into live.
- Provide solutions to issues raised by the client and suggest tactics to meet their goals on time.

- Demonstration of CRM product to various clients.
- Delivered Functional and user acceptance testing.
- Provided Knowledge transfer to the internal CRM team on any customized process flow.
- Designing and integrating business processes and data flows between CRM applications and ERP applications such as NAV.
- Documentation of the steps taken in CRM projects and ensure each step contributes to the success of the CRM project.
- Involved in the up gradation of dynamics CRM 2011 to 2015 and installation of CRM 2011, 2013 and 2015.

PERSONAL INFORMATION:

Father's Name : Mr M. Kamalanathan

Mother's Name : Dr. P.Lizy Bright

Date of Birth: 16-06-1993

Gender: Female(22)

Passport Details : J1759523 on UAE Residence Visa

Fluent in English and proficient in French

References: Available upon request.