

Shaik Jahangeer

Senior Microsoft Dynamics 365 CE/CRM Developer

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Professional Summary

- 7 years of IT experience, including 6+ years as a Microsoft Dynamics CRM/D365 Developer specializing in customization, configuration, and enterprise-scale development.
- Hands-on experience across Dynamics CRM 2013/2015/2016 and D365, including on-premise (9.1) and cloud/online deployments.
- Strong background in high-volume, business-critical CRM platforms with complex Business Process Flows, custom status/stage transitions, and large-scale workflow and plugin ecosystems (50+ workflows/plugins in comparable engagements).
- Extensive experience designing and troubleshooting synchronous/asynchronous plugins (C#.NET), real-time and background workflows, and client-side JavaScript customizations.
- Proven track record delivering multi-system integrations (middleware, external APIs, web/mobile channel layers) connecting Dynamics CRM with third-party and internal systems.
- Experience across retail, financial services, and subscriber-management domains, working with products, entities, and business rules mapped to complex approval and processing scenarios.
- Proficient in Azure Functions, Power Automate, WebAPI/OData, SSRS reporting (online and on-premises), and Azure DevOps CI/CD pipelines.
- Skilled in security roles, solution management (export/import across environments), Ribbon Workbench, XRM Toolbox, and Fetch XML.
- Demonstrated ability to mentor developers, manage sprint delivery in Agile/Scrum teams, and support high-availability production systems serving large active-user bases.

Education Summary

- Graduated from Siddhartha Degree and PG College (B.Com General).

Technical Skills

Language: XML, MSCRM C#.NET

Microsoft Dynamics: Dynamics CRM 2013, 2015 & 2016, D365 (On-Premise & Online)

Web Tech: HTML, XML, OData, CSS, WebAPI

Database: SQL Server 2008 R2

Framework: .NET Framework 4.0/4.2, .NET Core, Azure Functions, Power Automate

Scripting: JavaScript

DevOps / CI-CD: Azure DevOps, Power Platform Build Tools, Git, CI/CD Pipelines

Core Strengths: Plugins, Workflows (Sync/Async), Business Process Flows, Custom Status/Stage Transitions, System Integrations, Ribbon Workbench, Security Roles, SSRS Reporting

Methodology: Agile (Scrum), SOLID Principles, Software Design Patterns, Unit & Integration Testing

Employment Details

- Worked as MS Dynamics CRM Senior Developer with PEI Group (Expian Technologies Pvt Ltd), Bangalore, from 15th Dec 2025 to March 2026.
- Worked as MS Dynamics CRM Senior Developer with Starlite Infotech Limited, Remote, from 4th Feb 2019 to Nov 2025.

Projects Involved

Project #1: PEI Group - Subscriber Intelligence & CRM Platform

Duration: Dec 2025 – Mar 2026

Team size: 8

Environment: Microsoft Dynamics 365, Azure Functions, Power Automate, C#.NET, Azure DevOps, CI/CD Pipelines

PEI Group is a subscriber-focused business intelligence company providing industry-leading journalism, data, and market insights to investment professionals across global private markets including private equity, real estate, infrastructure, and private debt. The CRM platform underpins PEI's subscriber management, data analytics, and digital publishing operations, serving a global client base of asset managers, institutional investors, and financial advisors.

- Designed and developed Dynamics 365 CRM customisations, plugins (C#.NET), and Azure Functions to automate subscriber management and data workflows across PEI's portfolio of specialist brands.
- Built and maintained CI/CD pipelines using Azure DevOps and Power Platform Build Tools for automated deployment of Dynamics 365 customisations from development to production environments.
- Integrated Power Automate flows with Dynamics 365 to streamline business processes including subscriber onboarding, renewal workflows, and cross-brand data synchronisation.
- Collaborated with product, design, and data engineering teams in an Agile (Scrum) environment to deliver user-centric CRM enhancements aligned with PEI's digital publishing and analytics platform.
- Provided technical leadership and mentorship to junior developers, conducted unit testing, applied SOLID principles and software design patterns to ensure maintainable, scalable solutions.
- Managed sprint planning, stakeholder communications, and sprint deadlines as part of an enterprise-scale Agile delivery team supporting PEI's global operations across EMEA, USA, and Asia.

Project #2: MSCI Budgeting & Forecasting

Duration: Feb 2019 – Mar 2020

Team size: 8

Environment: Microsoft CRM 2016, JavaScript

MSCI Emerging Markets Index is an index created by Morgan Stanley Capital International (MSCI) designed to measure equity market performance in global emerging markets. This application is used for data migration and maintaining customer info and implementing the Income Statements for Product as well as MSCI.

- Customizing standard Entities and building relationships between them.
- Worked on assigning Roles, Profiles and Security setup.
- Experienced in creating the Work Flow Rules.
- Developed plugins using C#.NET to extend the functionality of existing applications.
- Responsible for Creating the Validation rules for standard and custom fields.
- Written client side validations using business rules and JavaScript.
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Project #3: Health & Wellness (H&W)

Duration: Apr 2020 – Aug 2021

Team size: 10

Environment: Microsoft Dynamics 365 cloud, Visual Studio IDE, Workflows, JavaScript

The application is used in the US Wal-Mart pharmacy stores. It is a CRM application. This application is used right from the customer's description till dispensing drugs and providing counseling to the customers. It maintains the end-to-end flow of the order. It is used to generate reports as well.

- Analyzing the requirements and communicating to the team up to date.
- Creating Users in Office 365 and Assigning Security Roles.
- Creating Entities, Forms, Fields, Relationships & Business Rules.
- Customizing the Dynamics 365 application based on client requirement (OOB, Ribbon Workbench & XRM Tool).
- Outlook Client Configuration with Dynamics 365.
- Implementing Plugins, JavaScript and Workflows.
- Designed and developed plugins using C#.NET, leveraging skills in API integration, data processing, and software architecture to deliver scalable and efficient solutions.
- Exporting, Importing and Deploying Solution from Sandbox to Production Environment.
- Working on Ribbon Customization.
- Involved in creation of Business processes, Duplicate Detection Rules.
- Created workflow rules and defined related field updates to implement business logic.

Project #4: Unilever OPSO HD 0.1 and PPM

Duration: Sep 2021 – Dec 2022

Team size: 10

Environment: MS CRM D365

Unilever is an MNC company which manufactures products and does business across the world. PPM is a tool developed by Mindtree and used by multiple users across the globe for their business activities.

- Analyzing the requirements and interaction with client on the requirements.
- Involving in plug-in development and deployment.
- Involved in tracking and maintaining exception handling in plug-ins.
- Creating solutions, workflows, entities, forms, views.
- Successfully created and deployed plugins using C#.NET.
- Developing dashboards, reports and charts.
- Working on fixing issues and preparing documentation.
- Involved in business validations using JavaScript and business rules.
- Writing SQL queries, creating stored procedures and using functions.
- Working on administrative level support like adding new users, assigning security roles, etc.
- Involved in developing logic using WebAPI.
- Experienced in developing Fetch XML.
- Worked on Ribbon Workbench and used enable/display rules.

Project #5: SIS K-12 (Product Development)**Duration:** Jan 2023 – Nov 2025**Team size:** 8**Environment:** MS CRM 365, C#, SQL Server, Plugin

This application is developed for school implementation registration, teacher registration, complete school information, student attendance, fee summary, and complete school setup, used by multiple users across the globe for their business activities.

- Analyzing the requirements and interaction with client on the requirements.
- Involving in plug-in development and deployment.
- Involving in solution import and export of all solutions.
- Working on fixing issues and preparing documentation.
- Working on MS Dynamics 365 portals.
- Working on administrative level support like adding new users, assigning security roles, etc.
- Worked on Ribbon Workbench and used enable/display rules.
- Adding custom buttons, menu items and modifications to navigation areas, including Site Map and Ribbon interaction.
- Working knowledge of the Power Apps portal.
- Developing dashboards, reports and charts.
- Utilized C#.NET to develop plugins, incorporating API design and integration, unit testing and debugging.