



SUNILNADH NELAPATI

CRM Consultant

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PROFESSIONAL SUMMARY

An experienced Microsoft Dynamics 365 CRM consultant with professional and customer communication. Extensive background, leveraging three years of proven experience in development and support. Strong believer in building steadfast working environments with a team while fostering open communications. Masters of Science in Computer Engineering along with a Microsoft PL-900 certification.

• MS Dynamics 365	• CRM Support	• IT Support
• Customer Centricity	• Business Reporting	• Client Interaction
• Customer Insights	• Consumer Experience	• Integration Capabilities

MISSION

To be aligned with an organization to use my CRM experience and expertise in implementing new strategies with the latest trends in the industry and be a part of a team that dynamically works for continuous innovation and strives for the company's growth.

PROFESSIONAL EXPERIENCE

Company: Capgemini Technology Services India Limited Oct 2021–May 2024 Client:

First Abu Dhabi Bank, UAE

Overview: First Abu Dhabi Bank (FAB) is the largest bank in the United Arab Emirates. FAB offers financial solutions, products, and services through its Corporate, Investment Banking and Personal Banking franchises.

Project: Production Support in Dynamics 365

Feb 2023–May 2024

- Provided support for multiple production deployments in MS Dynamic CRM based on business requirements.
- I was involved in multiple bug fixes and identified the issues by debugging the code.
- I worked directly with end users to resolve issues with the CRM application.
- Monitored the health status of the application, taking necessary actions if there were any issues.
- Interacted with the contact center and branch employees regarding issues they came across in the

application. I also liaised with key internal and external sources to maintain good relationships on behalf of the management.

- Cracked the things and given on time delivery to the contact center highlighted concerns by conducting a proper analysis and investigation of the existing process and performing research for new things as well.

Project: Interactive Voice Response—Dynamics 365

Feb 2022-Feb 2023

- Designed and customized the MS Dynamic CRM solution based on business requirements and the roadmap for the platform.
- Automated the onboarding tracking process and generated reports based on those details, which increased transparency in the onboarding process for clients.
- Created multiple APIs to enable them for different modes of communication.
- Prepared test data for testers whenever required and provided support to the testing team whenever required.
- Involved in gathering business requirements and translating them into Microsoft Dynamics CRM functions.
- Involved in implementation, planning, and designing.
- I worked on multiple CRM instances as part of the requirements.
- Performed multiple releases in test and production environments.
- Involved in daily scrum meetings with the client team.
- I created multiple plugins, business rules, out-of-box workflows, and CRM customizations to match the requirements.
- Designed the workflows based on client expectations and automated the business process.
- Involved in client-side business validations using Java script and business rules.
- I worked on custom role creation and assigned the same roles to users.

CERTIFICATIONS

PL-900 Certified: Power Platform Fundamentals.

EDUCATION

Masters of Science in Computer Engineering from the University of Houston Clear Lake, Houston, TX, USA, in 2017.

Bachelor of Technology in Electronics and Communication Engineering from VVIT affiliated with JNTU
Kakinada, India, in 2015.

TECHNICAL COMPETENCIES

Software: Microsoft Office Suite 365 (Word, Excel, PowerPoint, Outlook)

Operating Systems: Windows and Mac.