

SHYAM THAKUR

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OBJECTIVE

CRM Developer with hands-on experience in CRM development and a solid understanding of D365 CRM and programming concepts. I aim to deliver efficient and secure CRM solutions while continuously learning and improving my skills. Excited to contribute positively to an organization that values innovation and growth.

SKILLS

- Domain Skills: Microsoft D365 CRM, C# Development.
- Languages: C# , JavaScript, Python.
- Power BI, Power Automate, Plugin.
- Database: SQL.
- Soft Skills: Teamwork, Problem Solving and Good Communication.

EDUCATION

Bachelor of Engineering/Computer Engineering, Atharva College Of Engineering
June 2020 – pursuing | Mumbai, India
Current CGPA: 9.1

CERTIFICATES

- Hackathon.
- Course Certificate of python, JavaScript

PROFESSIONAL EXPERIENCE

CRM Developer - proMX

June 2024 – present | Mumbai, India

- **Integrated external APIs** using plugins to enhance CRM functionality and streamline data processing.
- **Designed and implemented cloud flows** for automated weekly reports, improving communication with project managers.
- **Developed and deployed JavaScript** for the user interface in CRM, enhancing user experience and interactivity.

INDUSTRIAL PROJECT

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- **Developed a JavaScript system** that operates both online and offline, enhancing functionality for users in the field.
- **Implemented a feature** that appends messages from bookings to the work order summary in Field Service, improving data accuracy and workflow efficiency.
- **Developed a console application** to automate the creation of records in the Knowledge entity within the Customer Service Hub.

INTERESTS

- Travelling
- Chess