FAWAD KHAN

SENIOR MICROSOFT DYNAMICS CRM CONSULTANT

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SUMMARY

After graduating in 2022, I pursued my true passion for programming, dedicating myself to learning and mastering the field. This journey led me to an internship in Microsoft Dynamics 365 CRM at SkySoft Connections, where I gained hands-on experience in CRM development, customization, and automation. Currently, I am working as an Associate Microsoft Dynamics CRM Consultant, contributing to various projects, including NetCom Learning, where I handle CRM customizations, integrations, and process automation.

TECHNICAL SKILLS

- CRM Customization & Configuration
- Power Automate (Flow)
- Plugins Development (C#/.NET)
- JavaScript & TypeScript in Dynamics 365
- API Integrations (REST & SOAP APIs)
- Ribbon & Command Bar Customization
- Power Apps (Canvas & Model-Driven Apps)
- Security Model & Role-Based Access Control
- Customer Service Module
- Product Catalog Management
- Custom API's
- SSRS (SQL Server Reporting Services)
- SSIS (SQL Server Integration Services)

PROFESSIONAL EXPERIENCE

Senior Microsoft Dynamics CRM Consultant

2022 – Present

Led the end-to-end customization and configuration of Microsoft Dynamics 365 CRM, including entity modeling, business rules, form scripting, ribbon customization, and security role management to meet complex business requirements.

Designed and implemented custom APIs to extend CRM functionality and enable seamless integration with external systems.

Managed comprehensive data migration and system integration efforts using SSIS, FetchXML, and native/API-based connectors, ensuring data integrity and consistency across platforms.

Configured and optimized the Product Catalog, including product families, bundles, price lists, and discount lists to support dynamic sales processes.

Customized and enhanced the Customer Service module by configuring case management, queues, entitlements, service level agreements (SLAs), and knowledge base features to improve customer support operations.

Spearheaded key initiatives for the NetCom Learning project, delivering advanced CRM customizations, process automation using Power Automate, and system performance optimizations to enhance business processes and operational efficiency.

EDUCATION

UNIVERSITY SCIENCE AND TECHNOLOGY Bachelor's in Economics 2018-2022

LANGUAGES

- **English**
- **Urdu**
- **Pashto**