**SMRITI SINGH**

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**PROFESSIONAL SUMMARY**

Detail-oriented and results-driven Power Platform and SharePoint Developer with 10+ years of experience designing, developing, and deploying scalable applications using **Power Apps (Canvas & Model-driven), Power Automate, Power BI, and Dynamics 365**. Skilled in integrating enterprise systems including **SharePoint, SQL Server**, and **Azure services**. Expertise in CI/CD pipelines using **Azure DevOps** and **version control**. Proven ability to handle complex UI/UX requirements, data modelling, and process automation with strong knowledge of .NET (ASP.Net, C#), **JavaScript, Power Query, and custom connectors.**

* Experienced in designing, developing, and deploying solutions using Microsoft Power Platform, including Power Apps (Canvas & Model-Driven), Power Automate, and Power BI. with responsive UI and seamless user experience.
* Proficient in extending Power Platform capabilities using custom connectors, PowerFx, JavaScript, and PowerShell for automation and integrations.
* Hands-on experience building end-to-end business applications using Dataverse, SharePoint, and Microsoft Teams as back-end and collaboration platforms.
* Delivered multiple business process automation solutions using Power Automate flows integrated with Dynamics 365, SharePoint, Outlook, and third-party APIs.
* Adept at transforming business requirements into scalable Power Platform solutions, with strong focus on UI/UX, performance, and security.
* Collaborated with stakeholders and business users to gather requirements and deliver agile-based iterations using Microsoft’s low-code/no-code approach.
* Worked in cross-functional teams to implement governance, ALM (Application Lifecycle Management), and environment strategies for Power Platform.
* Knowledgeable in integrating Power Platform apps with Microsoft 365 services and Azure services such as Logic Apps, Azure Functions, and Azure DevOps.
* Expertise in Dynamics 365 customization and configuration, including custom entities, workflows, plugins, Power Automate, and JavaScript.
* Strong background in Power Platform development, including Power Apps, Power BI, and Power Automate to extend Dynamics functionality.
* Led cross-functional teams through full SDLC, ensuring timely delivery of scalable Dynamics solutions aligned with business objectives.
* Proficient in Azure DevOps, solution packaging, and CI/CD pipelines for Dynamics 365 deployments.
* Hands-on experience in integrating Dynamics 365 with third-party applications using Azure Logic Apps, APIs, and custom connectors.
* Adept at requirement gathering, stakeholder communication, and translating business needs into technical solutions.
* Successfully delivered CRM solutions across various industries including finance, healthcare, manufacturing, and retail.
* Strong understanding of data migration strategies using KingswaySoft, SSIS, and native tools for smooth transitions.
* Customized Dynamics 365 Command Bar (Ribbon) using Ribbon Workbench to add/remove buttons and define custom actions.
* Implemented JavaScript functions and custom enable/disable rules based on user roles or business logic.
* Enhanced user experience by tailoring ribbon commands per entity and security roles.
* Modified Dynamics 365 sitemap using the App Designer and XML editing for improved navigation and usability.
* Created custom areas, groups, and subareas to align with business-specific processes.
* Managed app-specific sitemaps to support role-based access and cleaner UI organization.
* Designed and configured security roles tailored to business needs, ensuring proper access controls across entities.
* Implemented field-level security and hierarchical security models to enforce data visibility policies.
* Conducted regular security audits and role adjustments to maintain compliance and support evolving requirements.
* Microsoft Certified: Dynamics 365 + Power Platform Developer Associate (PL-400) and Solutions Architect Expert (if applicable).
* Build and automate workflows using **Power Automate**, integrating across SharePoint, Outlook, Dynamics 365, and custom connectors.
* Created dynamic Power BI dashboards and reports using Power Query and DAX to deliver actionable insights to stakeholders.
* Developed and implemented **CI/CD pipelines using Azure DevOps** for automated solution deployment, version control, and lifecycle management.
* Integrated Power Apps with **SQL Server, SharePoint Online, Excel files, and flat file (CSV)** data sources to streamline data access and updates.
* Developed backend logic and APIs using C#, ASP.NET, and Web APIs to support front-end applications and data services.
* Developed custom **PCF controls** to enhance user interaction in Power Pages, improving data visualization and user engagement.
* Utilized **Power BI** to create dynamic dashboards integrated with **CoPilot Agents**, allowing for real-time data analysis and decision-making.
* Created and manage custom connectors for secure, scalable integration between Power Platform and external systems.
* Used event handlers and master pages to develop reusable components and ensure consistent UI across multiple applications.
* Collaborated with cross-functional teams to gather requirements, prototype solutions, and support production rollouts.
* Managed data modeling, relationships, and business logic in **Dataverse and Dynamics 365** for enterprise-scale applications.
* Automated Excel and CSV-based manual processes through **Power Platform tools**, reducing effort and increasing accuracy.
* Ensured performance optimization, delegation compliance, and responsive design across all Power Apps.
* Maintained secure user access and governance policies in compliance with organizational standards and Power Platform ALM practices.
* Developed and maintained custom plugins using C# for business logic extensions within Microsoft Dynamics CRM.
* Created and deployed custom workflows in Dynamics CRM to automate sales and service processes, improving operational efficiency by X%.
* Utilized Dynamics CRM SDK and Plugin Registration Tool for custom plugin development and deployment.
* Integrated Dynamics 365 CRM with external systems using custom workflows and plugins for seamless data exchange.
* Debugged and optimized plugin execution within sandbox and isolated environments to ensure stability and compliance.

**EDUCATION**

**Southern University and A&M College**, Baton Rouge, LA  
Masters in Computer Science — *August 2023 – December 2024*  
Grade: A

**G.H. Raisoni College of Engineering**, Nagpur, India  
Bachelor of Engineering in Computer Science — *September 2011 – June 2015*

**TECHNICAL SKILLS:**

* **Power Platform:** Power Apps (Canvas, Model-Driven), Power Automate, Power BI, Power Virtual Agents
* **Data Integration:** SharePoint, Dynamics 365, Excel, CSV Flat Files, Dataverse, SQL Server, Common Data Service (CDS)
* **Development Tools:** Visual Studio, Power Query, DevOps Pipelines, Git, REST APIs, Custom Connectors
* **Programming:** C#, ASP.NET, JavaScript, CSS, HTML
* **Reporting & Analytics:** Power BI (DAX, Power Query), Paginated Reports, Data Modeling
* **UI/UX:** Responsive Canvas Apps, Master Pages, Custom Pages, Event Handlers, Fluent UI
* **CI/CD:** Azure DevOps, ALM for Power Platform, Solution Packaging
* **Others:** Microsoft Teams integration, Excel Automation, Dataflows, ALM Toolkit

**WORKING EXPERIENCE:**

**Client: Humana In, Kentucky    Jan 2024-Present**

**Role: Lead Microsoft Dynamics/ Power Platform**

**Responsibilities:**

* Led the end-to-end design Designed and deployed 20+ custom Canvas Apps with complex business logic using Power Apps and integrated with SharePoint, SQL Server, and Dynamics 365.
* Led the end-to-end design and architecture of Microsoft Dynamics 365 CE/FO solution for a $5M digital transformation project, ensuring seamless integration with legacy ERP and CRM systems.
* Architected and implemented scalable Dynamics 365 solutions for multi-entity global deployment, reducing operational inefficiencies by 35%.
* Managed a cross-functional team of 10+ consultants and developers across multiple geographies to deliver Dynamics 365 modules including Sales, Customer Service, and Finance & Operations.
* Oversaw project delivery lifecycle including requirement gathering, sprint planning, QA/UAT, and go-live support, achieving 100% on-time delivery across 3 enterprise implementations.
* Customization & Integration
* Directed customization of Dynamics 365 using Power Platform (Power Automate, Power Apps), custom plugins, workflows, and JavaScript to meet unique business requirements.
* Integrated Dynamics 365 with third-party applications (e.g., Azure Logic Apps, SAP, SharePoint, and Power BI), enhancing business intelligence and real-time reporting capabilities.
* Developed robust Power Automate flows for approval workflows, data syncing, and scheduled tasks using Excel files, flat files (CSV), and CDS.
* Implemented CI/CD pipelines with Azure DevOps for solution packaging, deployment, and version control.
* Created responsive Power Apps UI screens with dynamic controls, event handlers, and master pages to support scalability and reusability.
* Automated data ingestion and transformation using Power Query and Power BI, producing dashboards for executive reporting.
* Collaborated with stakeholders and business analysts to gather requirements and convert into user-centric apps.
* Migrated legacy applications to Power Apps and enhanced UI/UX through component libraries, CSS styling, and page navigation techniques.
* Used Power BI to create enterprise-level dashboards, connecting data from SharePoint, Dynamics 365, SQL Server, and Excel.
* Developed master-detail screens with dynamic filtering, custom components, and conditional formatting.
* Implemented business process flows in Model-driven apps for case management.
* Built Power Apps that interfaced with Dynamics 365 entities and automated business rules and workflows.
* Created backend integrations using ASP.Net Web APIs and C#, with front-end interaction through custom connectors.

**Technologies:** Power Apps UI for PVFR, PowerApps, Canvas Apps, CI/CD, Power BI, Power Query, Pages Develop Master Pages, Event Handlers, Power Apps UI Screens,PCF, Excel files, and flat files in CSV format, Power Automate, PowerApps to Dynamics 365, SharePoint, CSS, SQL Server, ASP.Net, C#, DevOps, PowerApps.

**Client: HCL Tech, India Jun 2022 – Oct 2023**

**Role: Senior Power Platform Developer (Consultant)**

**Responsibilities:**

* Designed and led implementation of enterprise Power Apps solutions used by users daily across departments.
* Integrated Power Apps with Dynamics 365 and SharePoint to manage customer records, automate workflows, and track compliance.
* Led UI/UX development using master pages, component libraries, and event-driven logic for scalable UI architecture.
* Established CI/CD strategy using **Azure DevOps** with branching, automated builds, solution packaging, and deployment pipelines.
* Created Power BI reports embedded into Power Apps, providing real-time KPI tracking and operational dashboards.
* Implemented **PCF controls** to streamline user interfaces in CoPilot Studio, enhancing user experience across multiple applications.
* Designed interactive reports in **Power BI** embedded within **Power Pages**, enabling users to access critical insights directly from the platform
* Coordinated with infrastructure and security teams to align Power Platform deployment with governance and compliance.
* Developed Canvas Apps with integrations to Excel, CSV flat files, Dynamics 365, and SQL Server databases.
* Automated business processes using Power Automate with connectors to Microsoft 365, Outlook, Teams, and custom APIs.
* Built Power BI dashboards for customer behavior analysis using Power Query and DAX, driving data-informed decisions.
* Enhanced data accessibility by implementing Dataverse in conjunction with **Power Pages** for dynamic content display.
* Enhanced performance and responsiveness of Canvas apps with screen optimizations, delegation strategies, and app monitoring.
* Delivered user training and documentation to empower citizen developers and business users.
* Utilized VBScript for scripting tasks and enhancing the automation capabilities of Power Platform solutions.
* Developed cross-functional solutions using Azure DevOps to ensure project alignment with business objectives.
* Enhanced system performance by integrating Power Automate with .NET Framework for process optimization.
* Worked on Azure Functions to perform operations from Power Apps Developed Power Automate for E-sign Process.
* Experience in developing custom workflows with Power Automate.
* Experience in creating custom forms with Power Apps.

**Technologies:** SharePoint Designer,Visual Studio, UI Development, Pages Develop Master Pages, Event Handlers, Power Apps UI Screens, Excel files, and flat files in CSV format, Power Automate, PowerApps to Dynamics 365, SharePoint, CSS, SQL Server, ASP.Net, C#, DevOps, PowerApps.

**Client: Infosys/Technogen, Hyderabad, India Feb 2022– Jun 2022**

**Role: SharePoint PowerApps developer**

**Responsibilities:**

* Worked with SharePoint Designer and Visual Studio for UI Development for creating Websites, Web Parts and Master Pages Develop Master Pages, Event Handlers.
* Developed the Power Apps UI Screens for Upload Exchange rates, Upload source file, Create/Edit Vendor Master data, Edit Approvers, Add Users Developed flows to automate the process of generating summarized Excel files, detailed Excel files, individual currency Excel files, and flat files in CSV format, and sending them for approvals.
* Developed end-to-end Canvas Apps to replace manual Excel-based processes, integrating data from SharePoint, SQL Server, and CSV files.
* Designed reusable UI screens and master pages using components and event-driven logic to standardize app look and feel.
* Created Power Automate flows for data syncing, email alerts, PDF generation, and dynamic approvals tied to Power Apps and D365.
* Built custom C# Web APIs to connect Power Apps with external services and perform advanced processing.
* Constructed complex Power BI dashboards visualizing operational, financial, and HR data, leveraging Power Query and DAX.
* Led CI/CD automation using Azure DevOps for solution packaging, export/import, and environment migration.
* Migrated legacy ASP.NET applications into hybrid Power Platform solutions using Canvas Apps, SharePoint Lists, and custom connectors.
* Integrated Power Apps with Dynamics 365 to manage customer records, service requests, and interactions.
* Created Power Automate flows to handle batch processing from CSV files into SQL Server databases.
* Worked closely with business users to gather requirements and deliver rapid prototypes using Power Apps and Power BI.
* Utilized CSS and JavaScript in Power Pages and ASP.NET frontends to create modern, accessible UI components.
* Design and developed SharePoint and Power App solutions.
* Troubleshot and optimized microservices using ASP.Net, SQL Server, and strong database skills to improve performance.
* Developed dynamic and scalable applications using C#, ASP.Net, Entity Framework, and design patterns, ensuring enterprise-level quality.
* Developed and maintained web applications with **ASP.NET** and **SPFx**, focusing on scalability and maintainability.
* Utilized problem-solving skills to navigate and resolve complex technical issues in Power Apps development.
* Collaborated in Agile teams to deliver Power Platform projects, employing DevOps practices for continuous integration and deployment.
* Developed custom applications, forms, and workflows using PowerApps.

**Technologies:** SharePoint Designer,Visual Studio, UI Development, Pages Develop Master Pages, Event Handlers, Power Apps UI Screens, Excel files, and flat files in CSV format, Power Automate, PowerApps to Dynamics 365, SharePoint, CSS, SQL Server, ASP.Net, C#, DevOps, PowerApps.

**Client: A h Infotech, Bangalore, India March 2015 – Feb 2022**

**Role: Software Developer**

**Responsibilities:**

* Worked with SharePoint Designer and Visual Studio for UI Development for creating Websites, Web Parts and Master Pages Develop Master Pages, Event Handlers.
* Developed the Power Apps UI Screens for Upload Exchange rates, Upload source file, Create/Edit Vendor Master data, Edit Approvers, Add Users Developed flows to automate the process of generating summarized Excel files, detailed Excel files, individual currency Excel files, and flat files in CSV format, and sending them for approvals.
* Design and developed SharePoint and Power App solutions.
* Integrated PowerApps with SharePoint to leverage document management and collaboration features.
* Developed automated document approval processes using SharePoint and Power Automate, reducing approval times and minimizing manual errors.
* Created complex workflows in Power Automate to automate data synchronization between SharePoint lists and external databases.
* Designed Power Automate flows to manage notifications and alerts within SharePoint, ensuring timely communication and task management.
* Implemented error handling and logging within Power Automate workflows, enhancing reliability and ease of troubleshooting.
* Developed solutions in Power Automate for data transformation and validation processes.
* Ensured data consistency across systems when connecting PowerApps to Dynamics 365.
* Integrated Dataverse to manage and store data efficiently, ensuring seamless interaction with Power Apps.
* Employed Connectors to synchronize data between Oracle databases and Power Platform applications.
* Designed and developed custom canvas apps using PowerApps to address specific business needs.
* Design and developed SharePoint and Power App solutions.
* Developed automated workflows using Microsoft Power Automate and Azure Logic Apps, enhancing process efficiency and reducing manual intervention.
* Customized Power Apps Portal components using CSS for a consistent and responsive UI design
* Developed applications using Power Apps and SQL Server Connectors to facilitate real-time data exchange
* Troubleshot and optimized microservices using ASP.Net, SQL Server, and strong database skills to improve performance.
* Developed dynamic and scalable applications using C#, ASP.Net, Entity Framework, and design patterns, ensuring enterprise-level quality.
* Utilized problem-solving skills to navigate and resolve complex technical issues in Power Apps development.
* Collaborated in Agile teams to deliver Power Platform projects, employing DevOps practices for continuous integration and deployment.
* Developed custom applications, forms, and workflows using PowerApps.

**Technologies:** SharePoint Designer,Visual Studio, UI Development, Pages Develop Master Pages, Event Handlers, Power Apps UI Screens, Excel files, and flat files in CSV format, Power Automate, PowerApps to Dynamics 365, SharePoint, CSS, SQL Server, ASP.Net, C#, DevOps, PowerApps.

**Projects & Research**

**Research on Tomato Plant Leaves- Southern University**

**Technologies: TensorFlow, Python, TensorFlow Lite, Fast API, Data Augmentation.**

* Researched on plant disease classification system leveraging images from Kaggle datasets.
* The project involved extensive data cleaning and processing, utilizing data augmentation and TensorFlow datasets.
* A Convolutional Neural Network (CNN) model was built and optimized using quantization and TensorFlow Lite for efficient performance.
* The backend was powered by TensorFlow Serving and Fast API, while the frontend was developed with React.js and React Native.
* The entire application was successfully deployed on Google Cloud Platform (GCP) to ensure scalability and user accessibility.
* Leave Management Application – Southern University

**Technologies:** HTML, CSS, SharePoint, PowerApps, Power Automate Designed a Leave Management System for staff and students with real-time tracking of leave balances and approvals