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Summary

A **Microsoft Certified Dynamics CRM Professional** with over 25 full lifecycle implementations on the Dynamics CRM platform ranging in size from a handful of users to thousands of users. Primarily focused on the architecting and implementing of **xRM solutions using Dynamics CRM and SharePoint**.

Having worked with Dynamics CRM for over a decade, going back to version 1.2, Nicolas is a hands-on Dynamics CRM solution architect, business process consultant, and software developer (C#/JavaScript/SQL) with extensive experience consulting for commercial, state and local, and Federal Government (DOD – Security Clearance, DOJ, DOT, TSA) customers.

Focus on **creating trust relationships** with end-users based on providing professional honest assessments and **delivering on commitments**.

Experience

2015 – 2015 PA Group USA Chattanooga, TN

Dynamics CRM Services Director and Solution Architect

PA Group was in the process of starting a new Dynamics CRM consulting practice but due to internal financial issues they were forced to cancel this plan in May 2015.

- Provided internal training and subject matter expertise for functional, technical, and sales activities surrounding Dynamics CRM.
- Created prototypes and intellectual property for a Flooring Samples Management solution built on Dynamics CRM.
- Worked with the sales team and executives to define a go-to-market strategy.
- Created and delivered a webinar on PA Group's Customer Intelligence with Dynamics CRM capability.

2013 – 2015 Accenture Arlington, VA

Lead Solution Architect for Dynamics CRM

- Solution architect and technical lead for a 6000 plus user application to handle correspondence and task management for a large bureaucratic organization built on Dynamics CRM and SharePoint.
 - Technical team was approximately 5 people out of a project team of approximately 11 members.
 - Many unique requirements requiring custom coding including a focus on per record security requirements and maintaining security between Dynamics CRM and SharePoint.
- Designed and developed a custom data migration and loading application to support the transfer of legacy data to new applications built on Dynamics CRM.
- Technical advisor and subject matter expert with a focus on custom application development and re-engineering of processes.
- Managed project schedules and project scope to ensure on-time and on-budget delivery of solutions.

2011 - 2013 Procentrix, Inc. Herndon, VA

Senior Consultant, Dynamics CRM and SharePoint

- Implemented a stand-alone generic process tracking solution in Dynamics CRM that can be used with any custom entity to create a complex workflow life-cycle – including UI enforcement. This solution can be implemented without any additional code or compilation on any custom entity. It provides complete audit tracking of the life-cycle of the record.
- Implemented an add-on to the process tracking solution to implement e-mail templates for a custom entity similar to the out-of-the-box templates for standard entities.
- Implemented an interface between Dynamics CRM and Project Server 2010 to automatically create Project Plans using a Project Server Template upon the creation of a record in Dynamics CRM.
- Implemented an ASP.NET Handler application to allow for CRM IFrames to utilize entity field values in the URL without requiring JavaScript.
- Implemented a custom grid using jqGrid and populated using OData to provide functionality beyond the built in grid.
- Created PowerShell scripts to export solutions, break-out files using SolutionPackager, and add them to TFS (and to import a solution from TFS.)

2009 - 2011 Legum & Norman Realty Services, Inc. Herndon, VA

Manager

- Implemented technology to reduce costs and improve customer services via digitization and automation of all condominium records utilizing Microsoft Dynamics CRM.
- Strong focus of solutions was to improve customer service experience for property residents through information sharing.
- Worked from a modular approach where a base set of requirements was implemented as a core solution. Additional solutions were built vertically on top of the core without creating dependencies on other vertical solutions. This allowed for lower risk implementation and avoided several internal political battles within the organization.

2008 - 2011 Consultant Dulles, VA

Dynamics CRM Consultant, Project Manager, and Business Analyst

- *Consulted fulltime prior to taking on the Manager position at Legum & Norman at which point I continued consulting part-time.*
- Customized Dynamics CRM to support specific sales and marketing methodologies that had been institutionalized by clients and required automation.
- Utilized the Dynamics CRM platform in an xRM capacity to meet requirements that were outside a traditional sales/marketing process. For example, time off approvals, customer discount approvals, project status reporting, etc.
- Developed milestones and timelines and provided project management services to ensure that work was completed within the timeframe defined and resources properly assigned.
- Provided hands-on technical services for the installation, customization and administration of Dynamics CRM. Including the necessary Windows system administration and SQL Server database administration.
- Coded CRM Plugins (C#), JavaScript, and ASP.NET web forms plus SQL development to fully customize the Dynamics CRM product to meet client's business requirements.
- Created reporting and dashboard functionality in custom ASP.NET pages to automate processes and information flow.
- Planning and design for integrating Dynamics CRM with 3rd-party products such as Dynamics GP, SunGard Banner and Oracle utilizing Scribe.

Applications Analyst / IT Administrator (CRM/SQL/Windows)

- Responsible for overseeing the day-to-day activity of a 5 person IT group and help desk and all contractors providing programming and system administration services.
- Primary responsibility for ensuring that the IT infrastructure and all applications were available
- Managed relationships with contractors delivering IT services.
- Extensive involvement and support to achieve ISO 9001 for sales and order operations.
- Wrote and presented training classes on technical and non-technical topics – each was presented in front of approximately 40 individuals including top executives.
- Developed requirements for new systems and business processes. Led the implementation of the requirements through development, testing, and end user delivery including documentation and training. Full responsibility for managing scope, cost, schedule, and outside vendors.
- Projects Include:
 - MetricManager: Application to integrate data from Dynamics CRM, Dynamics GP, Inter-tel Phone System reporting, and OnBase Document Management that provided sales reps and sales management real-time tracking of their performance metrics.
 - iPLM: Price List Management system that calculated cost and pricing information for over 150 manufacturers on over a dozen pricing profiles and integrated the data with Dynamics CRM, Dynamics GP, and the corporate web site.
 - immixQuote: Dynamics CRM integrated quoting application that fully replaced the built-in Quote entry window within Dynamics CRM so that the business could enforce complex business rules during data entry.
 - Paperless Order Processing: Implemented Hyland OnBase and fully integrated it with Dynamics CRM and Dynamics GP to eliminate all hard copy documents needed for processing over 7000 orders per year.
- Deputy Proposal Manager and Pricing Analyst for NASA SEWP IV GWAC Class 6, 8, and 10 with 2 successful GWAC awards.

Technical Skills

- Dynamics CRM (1.2, 3, 4, 2011, 2013 and Online.) Extensive work in developing plug-ins, custom workflows, and complex job/task systems.
- C# for ASP.NET Forms and MVC, WinForm, and Console applications in support of Dynamics CRM projects and for standalone purposes.
- Strong SQL development and administration skills on SQL Server (2005 - 2008), SQL Reporting Services (SSRS), SQL Integration Services (SSIS).
- Experience using Dynamics CRM Add-ons such as Scribe, Resco Mobile CRM, c360 Productivity Packs, CoreMotives, ExactTarget, AdxStudio Portal, MSCRM Addons (Telephone Integration, Attachment Extractor), North52 Business Rules, PowerMailChimp, and PowerBarcode.
- Experience integrating Dynamics CRM with multiple applications including SharePoint, Hyland OnBase, K2, Dynamics GP, and Dynamics NAV, Blackbaud, and Sungard Banner.

Education

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| George Mason University | Fairfax, VA |
| • Graduate Level Coursework in Software Engineering | |
| Radford University | Radford, VA |
| • BBA, Management (Concentration: Operations and Logistics) | |