MYO MIN

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MICROSOFT DYNAMICS CRM 365 DEVELOPER

Enterprise Application Developer with over 10 years of experience in designing and implementing automated systems for healthcare, insurance, sales, and customer service. Specializes in Microsoft Dynamics CRM/CE, Salesforce, .NET (C#, VB.NET, ASP.NET), JavaScript, SQL Server, and Oracle. Skilled in system scalability, performance, and cloud migration to AWS. Strong in SDLC phases, Agile methodologies, SSRS reporting, SQL, and technical documentation. A good problem solver and collaborative team player dedicated to delivering efficient, high-quality solutions.

• Data Migration & Integration • CRM Customization & Configuration • Entity Framework • Web API Development • Cloud Computing • ETL Tools • Performance Optimization • Client Liaison • Strategic Planning • CI/CD • Code Version Control • Jira • Incident management

Languages: C#, JavaScript, TypeScript
Web: ASP.NET, HTML, NodeJS, React, React/VITE
Web Services: REST
Web/App Servers: IIS, Netlify, Render, AWS lightsail, AWS Lambda, Azure Function
Frameworks: .NET, Entity Framework, Angular, Express
Databases: MS SQL, MySQL, MongoDB
SDLC: Agile
Tools: Visual Studio Code, XrmToolBox, GitHub, Visual Studio Team Foundation Server (TFS)
Platforms: Windows, MS Dynamics CE/CRM 365, Power Platform

PROFESSIONAL EXPERIENCE

CAREER NOTE: *Completed on-campus studies and currently taking distance education courses to complete a **Master's Degree in Computer Science** (Available for full-time, W-2 employment).*

NEC ASIA PACIFIC PTE LTD, SINGAPORE• 09/2018 – 07/2024
A leading information and communications technology provider.

Microsoft Dynamics CE/CRM Technical Consultant
Designed and implemented the CRM solutions.
- Customized CRM entities, forms, and workflows in Microsoft Dynamics 365 using JavaScript and CRM SDK, enhancing system usability and automation.
- Developed high-performance plug-ins leveraging ASP.NET and the CRM SDK, enabling seamless third-party system integration and workflow automation.
- Executed large-scale data migrations from legacy systems through SSIS and KingswaySoft, ensuring accuracy and minimal downtime.
- Designed and deployed RESTful APIs, enabling real-time business data access and eliminating prior 24-hour update delays for external partners.
- Integrated external applications with D365 CRM via AWS Lambda, streamlining data processing and reducing manual interventions.
- Optimized database queries and reporting in Microsoft SQL Server and SSRS, improving data retrieval speeds and decision-making capabilities.
- Led system validation efforts during SIT & UAT phases, ensuring stability, defect resolution, and smooth deployment.
- Implemented strategic optimizations, enhancing CRM responsiveness, scalability, and overall system performance.

Technologies Used: *Microsoft Dynamics 365 Customer Engagement, C# .NET, ASP.NET, CRM SDK, JavaScript, jQuery, HTML, JSON, XML, Microsoft SQL Server, XRM Toolbox, SSIS, SSRS, AWS Cloud.*

FUJIXEROX ASIA PACIFIC PTE LTD, SINGAPORE • 08/2016 – 09/2018
A company specializing in providing document solutions for businesses across the Asia Pacific region.

Analyst Programmer
Implemented and supported the MS CRM and SFDC projects.
- Integrated Microsoft Dynamics CRM with external systems using IBM DataStage ETL, Informatica Cloud Integration, and C#, ensuring seamless data flow and system interoperability.

- Developed and optimized CRM solutions, providing administrative support and enhancing system efficiency, reliability, and user experience.
- Gathered and analyzed user requirements, refining functional and technical design documents, while doubling test coverage and accuracy through improved test case analysis.
- Led system integration testing (SIT) and supported user acceptance testing (UAT), increasing system stability and boosting user satisfaction significantly.
- Implemented Single Sign-On (SSO) for Salesforce (SFDC), enhancing security and streamlining authentication processes.
- Executed large-scale data migration from Microsoft Dynamics CRM to Salesforce, ensuring data integrity and seamless transition.

Technologies Used: *SFDC, C#.NET, MS SQL Server, ORACLE, IBM DataStage ETL, Informatica Cloud Integration.*

NTUC INCOME CO-OPERATIVE LTD, SINGAPORE ● 09/2012 – 08/2016
An insurance cooperative in Singapore.

Systems Developer
Implemented and supported the projects.
- Built the Me@income web portal using ASP.NET and VB.NET, enhancing user access and system functionality, resulting in a significantly increased user engagement.
- Integrated systems with Medisave and Incomeshield Insurance Management Systems using VB.NET, streamlining data exchange and operations.
- Created daily batch jobs for reminder letters using VB.NET with Entity Framework, ensuring timely communication with clients, reducing manual workload by 50%.
- Developed web service REST APIs for integration with finance and claim systems, enhancing data accessibility and communication.

Technologies Used: *VB.NET, ASP.NET, MVC, Entity Framework, MS SQL Server, JavaScript, jQuery, HTML, CSS.*

IBIZCS PTE LTD, SINGAPORE ● 06/2010 – 09/2012
A consulting firm specializing in business management solutions.

Application Consultant
Designed and implemented the CRM solutions.
- Enhanced Microsoft Dynamics CRM by developing custom plugins and workflows, optimizing system functionality and user experience.
- Built and integrated RESTful APIs to streamline communication between MSCRM and external systems, improving data accessibility and automation.
- Automated payment reminders and membership management with scheduled batch jobs, ensuring timely notifications and efficient processing.
- Developed a feature-rich internal portal using ASP.NET, JavaScript, jQuery, and Ajax, enhancing usability and operational efficiency.

Technologies Used: *MS Dynamics CRM 4.0, .NET, ASP.NET, MS SQL Server, JavaScript, jQuery, Ajax, HTML, CSS.*

EDUCATION

Master of Science in Computer Science
(In progress via distance education; expected completion 04/2027)
Maharishi International University, Fairfield, Iowa

Key Courses: Algorithms, Web Application Programming, Modern Web Applications, Cloud Computing

Graduate Diploma in Systems Analysis in Computer Science
National University of Singapore, Singapore, Singapore (07/2010)

Bachelor of Computer Science (Hons:) 2nd Class (upper) in Computer Science
University of Computer Studies, Yangon, Myanmar (11/2006)

Bachelor of Computer Science in Computer Science
University of Computer Studies, Yangon, Myanmar (11/2005)

CERTIFICATIONS

Microsoft Certified: Azure Data Fundamentals (04/2022)
Microsoft Certified: Azure Fundamentals (09/2020)