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# CRM DEVELOPER RESUME

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## Objective:

Seeking the position of CRM Developer where my CRM application design skills will be fully utilized to obtain efficacy and effectiveness in the organization. My expertise in configuration, installation, customization and enhancement of CRM systems will be very beneficial in maintaining the stability of the organization.

## Education:

Master of Science, Public Policy & Management, 2002  
Campbell University

BS Computer Science, 1999  
Campbell University

## Skills:

- Strong knowledge in Great Plains, SharePoint, Scribe, Web Services, and BizTalk
- Expert in Microsoft CRM 4.0
- Skilled in using SQL server Database
- Hands-on experience in Wireless Devices and Outlook CRM Laptop Client
- Knowledgeable in installation and integration of MSCRM Outlook client
- Working knowledge in accounting systems such as QuickBooks
- Expert in C#, ASP.NET, XML, C++, Java, and DHTML
- Excellent communication skills
- Resourceful, motivated and key Excellent oral and written communication skills

## Professional Experience:

- CRM Developer Consultant, 2007-present
- H Tempest Limited, Atlanta, IL

## Responsibilities:

- Designed and developed software components.
- Configured and customized with APEX APIs, APEX Triggers.
- Defined system landscapes and identified gaps to be able to deliver a desired CRM solution.
- Developed and designed software for effective time and cost management.
- Sr. CRM Developer, 2005-2007
- The Haartz Corp., Atlanta, IL

## Responsibilities:

- Introduced reusable codes and easy maintenance of the systems.
- Participated in the resolution of software escalation issues.
- Clarified needs and delivered significant product changes and new versions.
- Ensured that all CRM solutions adhered to deadlines and SLA agreements.
- Ensured that deadlines are met and provided accurate time estimates.
- Jr. CRM Developer, 2002-2005
- HA Logistics, Inc., Atlanta, IL

## Responsibilities:

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- Sr. CRM Developer, 2005-2007
- The Haartz Corp., Atlanta, IL

## Certifications and Affiliations:

SFDC Level II and Level III  
Certification in CRM dynamics

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