



KHAWAIB AHMED

IT CONSULTANT
WEB DEVELOPER

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Around 16+ years of experience in developing business solutions using open source and proprietary technologies. 5+ years of experience with Dynamics 365, experience in business processes and functional requirements.

My goal is to continue exceeding the expectations of those I work with by adopting an entrepreneurial style and delivering expert consultative advice and solutions to find the best fit for clients.



EXPERIENCE

Web Developer / Mobile Application Developer *A Wholesale Business (Feb 2021 – Present)*

I conducted a technical analysis of existing business requirements to develop e-commerce website, a custom mobile application and a custom web application. Developed and implemented many features to help improve business and generate revenue.

Microsoft Dynamics 365 Consultant *techUK (Jan 2015 - Dec. 2020)*

Worked closely with team members, Microsoft partners and stakeholders to migrate from old CRM software and implement technical and many functional aspects of Dynamics 365. Worked with key stakeholders to analyse business objectives and identify efficient ways Dynamics 365 can be a growth opportunity and add value to the business.

Following are some of the key functional and technical areas and projects that I completed while working as Dynamics 365 Consultant:

- Designed, developed, implemented and integrated solutions that fully met business requirements.
- Improved operations and data presentation by developing a number of complex branded SSRS reports that can be generated from Dynamics 365 by staff members.
- Tested newly installed features, programs and applications to validate usability and operability.
- Integrated MS Dynamics 365 Using Dynamics 365 OData API to internal and external applications.
- Created and maintained documentation and conducted user training while migrating and supporting the new CRM Dynamics 365 system.
- Trained new hires and assisted them with Dynamics 365 and other tools used in organization.
- Documented Knowledge base articles on defects and enhance requests in helpdesk.
- Created and managed reports, charts and dashboards, forms, business process flows and customised look and feel of Dynamics 365 CRM where required.
- Customised Dynamics 365 user interface to align with business goals and requirements.
- Click Dimensions and Legacy Systems expertise to monitor marketing email features. Expertise to create Marketing lists (static, dynamics), Campaigns, Quick Campaigns, Email Templates.
- Worked with business teams to discuss, recommend, explain, and reconcile desired functionality and technology capabilities around Dynamics 365, Office 365, SharePoint, Azure and internal/external websites.
- Experience of tools like Scribe for data mapping for data imports/exports. Performed data mapping and logic to receive data into Dynamics 365 from the legacy systems.
- Provided ongoing staff support to learn Dynamics 365 after migration and trained them for data quality.
- Experience of working with Dynamics 365, Azure Administration & Implementation of Azure VMs, Dynamics 365 Data Management, Dynamics 365 reports (SSRS), Views, Entities, Fields, Forms, Dashboards, Charts, Office 365, SQL, Scribe, Click Dimensions, XRM Toolbox and Fetch XML Builder.

Web Application Developer *techUK (June 2007 - Dec. 2014)*

I joined techUK as web developer to manage internal and external web applications. I was also part of help desk team to support users. I was lead developer in project of redesign and develop techUK main website.

Web Consultant / Developer*Marvi Kids Limited (Nov. 2012 - June 2013)*

I analysed requirements and designed, developed, and implemented software applications. I used various technologies, including JavaScript, to make code repairs and optimise websites. I handled bugs and resolved problems.

Web Developer / Co-founder*Style Aloud (July 2011 - Feb. 2014)*

I co-founded the Style Aloud business and developed an online e-Commerce system using Magento. While working for StyleAloud I learned Magento 1 and 2 developments, migrations to version 2, integrations with other API's and payment gateways, and PCI compliance.

Web Developer*Wizzit (Mar 2010 - June 2011)*

I added new features to the Wizzit website builder platform and fixed bugs. I worked with other developers to improve usability and existing template designs.

Facebook Application Developer*Simple Life Forms (Feb 2009 - Dec 2009)*

At Simple Life Forms I worked with a team of developers on the integration of a web application with the Facebook SDK. I was also involved in designing a front-end user interface for a game.

Marketing Administrator*Steljes (Jan 2008 - Dec 2008)*

Assisted in the design and preparation of regularly scheduled newsletters. I managed and updated Steljes website (Umbraco CMS). I performed analysis, evaluations, and updates on other company websites and proposed solutions for upgrades and possible security risks.

Web Designer / Developer*Paradex Computing Ltd (2007 - 2008)*

I was responsible for developing websites from requirements to testing and deployment. I gained experience in working with clients to gather requirements, designing, proto-typing, and delivering final websites. I gained experience in PHP, Ubuntu, MySQL, and Content Management Systems, e.g. Joomla, Drupal, and WordPress. I also worked with Magento E-Commerce and Adobe software for graphic designs.

IT Support Officer*London Borough of Camden (2006 - 2007)*

I worked as IT Technician and provided support services to schools managed by the Children, Schools and Families ICT Service of the London Borough of Camden.

- Assisted experienced technicians and engineers with day-to-day tasks.
- Participated in the planning of departmental software and hardware rollouts.
- Assisted users with technical queries, new equipment and software etc.

Non for profit Projects*Non for profit organisations (2005)*

While working on full-time jobs, I was also involved in many not-for-profit projects for various clients. Some of them were charity projects where I worked for free, and some were paid. I also developed and listed free and paid extensions for the Joomla Content Management System.

**EDUCATION**

Bachelor of Engineering (Computer Systems & Network Communications)*University of Greenwich (2007)*

The modules were Web Application Technologies; Network Infrastructures for Distributed Applications; Network Management; Project Management; Mobile Computing; Network Implementation; Security & Management.

Advanced Diploma*West London College (2003)*

ACP Advanced Diploma in Computer Science.

COURSES

MB-910: Microsoft Dynamics 365 Fundamentals (CRM)

LinkedIn Learning (2022)

- Essentials of Dynamic 365 services.
- Dynamic 365 apps, as well as the sales lifecycle and related sales apps, within Dynamics 365.

AZ-900: Microsoft Azure Fundamentals (Exam Prep)

LinkedIn Learning (2022)

- Strengthened grasp of general cloud concepts, explore core Azure services.
- Review key options and resources to enhance your ability to effectively plan and manage Azure costs.

Learn the fundamentals of Microsoft Dynamics 365 Marketing

Microsoft Learn (2022)

- Explore Dynamics 365 Marketing.
- Explore other marketing capabilities and apps.

Dynamics 365 for Sales Teams

LinkedIn Learning (2022)

- Sales workflows in Dynamics 365.
- Tracking customers and leads, monitoring the sales flow, marketing to leads, and reporting.

Examine the core capabilities of the Microsoft Dynamics 365 customer engagement apps

Microsoft Learn (2022)

- Navigate the Dynamics 365 customer engagement apps.
- Explore common Dynamics 365 activities and integration options.

Microsoft Dynamics 365: Sales Insights

LinkedIn Learning (2022)

Advanced Google Analytics

Google (2017)

SKILLS

Microsoft Dynamics 365		Linux	
Microsoft SharePoint		PHP	
Microsoft Power BI		Web Development	
Azure		Mobile Application Development	
Scribe		HTML & CSS	
Dynamics 365 OData API		Graphic Design	
Ribbon Workbench		JavaScript & JQuery	
ADX Portal		XML & JSON	
SSRS Reports		SQL/mysql	
Click Dimensions		Magento	
GIT		Joomla	
		WordPress	

DEMOS & REFERENCES

Available upon request.