



PROFESSIONAL SUMMARY

Results-driven professional with career-long record of CRM system operations, technical development, and full life cycle software development success for leading organizations

Proven talent for aligning business strategy and objectives with established CRM and technical consulting paradigms to achieve maximum operational impacts with minimum resource expenditures. Detail-focused operator with expertise spanning operations optimization, relationship management, cross-functional team leadership and participation, strategic planning, delivery management, solutions development, design development, system development and support, timeline management, implementation management, technology solutions, Microsoft Dynamics 365 CE, and project development and management. Exceptionally dedicated professional with keen interpersonal, communication, and organizational skills, as well as technical analysis, training and development, and process development expertise.

PROFESSIONAL EXPERIENCE

DELTA INSIGHTS, NEW ZEALAND, JULY 2022 TO PRESENT

SENIOR TECHNICAL CONSULTANT

- Delivered multiple Dynamics 365 projects successfully by leveraging expert technical knowledge in development and design.
- Led end-to-end implementations, customized solutions to meet specific business needs, and integrated advanced functionalities to enhance operational efficiency and customer satisfaction.
- Proactive approach and deep understanding of Dynamics 365 have consistently resulted in successful project outcomes and high client satisfaction.

FUJITSU ASIA PTE LTD., SINGAPORE, APRIL 2017 TO JULY 2022

CRM CONSULTANT

- Play a key role by providing technical input into design briefs, bid submissions, and projects.
- Chart the creation and development of POC solutions for customers and partners interested in company services.
- Lead the design and development of an ITSM solution utilizing ServiceNow for higher learning institution.
- Oversee the maintenance and supporting of the corporate CRM system.
- Navigate the implementation of a Business Intelligent Solution for a corporate SMART Factory initiative using Power BI and Microsoft Azure services.

NCS PTE LTD., SINGAPORE, OCTOBER 2016 TO APRIL 2017

SENIOR TECHNICAL CONSULTANT

- Piloted the design and development of customer Alert & Notification Framework solution in a CRM system.
- Led the delivery of a tight timeline project and played a key role in contributing to the overall success of the project.

NEC ASIA PACIFIC, SINGAPORE, AUGUST 2014 TO OCTOBER 2016

TECHNICAL CONSULTANT

- Directed the implementation of multiple xRM (extended CRM) projects for the public sector.
- Oversaw the creation and development of processes, the implementation of workflows, and embraced best practices.
- Orchestrated user training and created and developed transfer documentation.
- Dispensed mentoring, training, coaching, and guidance to other developers.

NCS PTE LTD., SINGAPORE, FEBRUARY 2012 TO JULY 2014

TECHNICAL CONSULTANT

- Drove the implementation of a number of different extended CRM projects for the public sector.
- Charted the design, development, testing, and documenting of modifications to the system.
- Oversaw the design and implementation of custom CRM plug-ins and workflows.
- Conducted custom installation and integration of MSCRM Outlook client.
- Served in a key capacity by participating as a member of and collaborating with others/offshore development teams.

PULSESYNC PTE LTD., SINGAPORE, APRIL 2010 TO JANUARY 2012

SOFTWARE DEVELOPER

- Directed the development of new and supported existed Healthcare systems using Dynamics CRM.
- Conducted data migration from bespoke system to CRM system.
- Led the development of reports using SSRS.

EDUCATION AND CREDENTIALS

MASTER OF DIGITAL BUSINESS, CURRENT

University of Waikato, New Zealand

GRADUATE DIPLOMA IN SYSTEM ANALYSIS, FEBRUARY 2010

National University of Singapore, Singapore

BACHELOR OF ARTS (B.A.) IN ENGLISH, APRIL 2006

Yangon University of Foreign Languages, Myanmar

AWARDS AND CERTIFICATIONS

- Microsoft Certified: Power Apps + Dynamics 365 Developer Associate, 26/06/2020
- Microsoft Certified Dynamics 365 Customer Service Functional Consultant Associate, 13/03/2020
- Microsoft Certified Solutions Expert: Business Applications, 31/08/2018
- Microsoft Certified Solutions Associate: Dynamics 365, 31/08/2018
- Microsoft Specialist: Microsoft Dynamics CRM Application, 29/04/2016
- Microsoft Specialist: Microsoft Dynamics CRM 2013 Applications, 21/06/2014
- Microsoft Certified Technology Specialist: Microsoft Dynamics CRM 2011 Extending, 03/11/2013
- Microsoft Certified Technology Specialist: Microsoft Dynamics CRM 2011 Customization and Configuration, 07/09/2013
- ServiceNow Certified Implementation Specialist - Customer Service Management, 04/10/2019
- ServiceNow Certified System Administrator, 30/11/2018

TECHNICAL EXPERTISE

- Microsoft Dynamics 365 CE/CRM (version 4-9)
- CRM best practices and ERP business practices
- Plugins and custom workflows
- Power Platform – PowerApps, PowerAutomate, PowerBI
- C#, .NET, HTML, CSS, JavaScript, TypeScript
- Full SDLC MS Dynamics CRM Implementations
- SQL Server, SSRS, SSIS

VOLUNTEERISM

Volunteer warehouse assistant at UNICEF Myanmar during Cyclone Nargis Natural Disaster, 2008

ADDITIONAL INFORMATION

Languages: English, Myanmar

Interests: Traveling and embracing local cultures; Playing futsal; Playing computer games on self-built custom PC; Novice in Muay Thai boxing

Website: <https://minyesoe.com>