

I help enterprises streamline and automate their operations using Microsoft Power Platform and Dynamics 365 CRM, with a strong focus on Sales, Customer Service, and Marketing applications. My solutions combine low-code development with AI technologies like Microsoft Copilot and OpenAI GPT, enabling smarter and faster business processes.

With hands-on expertise in Power Apps, Power Automate, Power Pages, and Azure services, I build scalable, end-to-end systems tailored to specific business needs. I have experience working with corporate, commercial, wholesale, and private banking clients, and deep knowledge of SEPA and complex systems across the banking, insurance, and manufacturing industries.

Experience

Jul 2025-
Present
Warsaw, Poland

Senior Microsoft Power Platform Specialist | Microsoft Dynamics 365 CRM Developer **Volvo- full-time**

Development and maintenance of Dynamics 365 Sales and Customer Service applications, including both configuration and custom development.

Development and support of custom Power Apps applications, including Model-Driven Apps and Power Pages.

Administration of Dynamics 365 applications and the Power Platform environment.

Data management within Power Platform.

Security management for Dynamics 365 CRM.

Dynamics 365 & SharePoint Integration:

Designed and implemented an end-to-end integration between Dynamics 365 Sales and SharePoint Online, based on detailed business requirements analysis.

Developed a dynamic folder structure in SharePoint, automatically created from Dynamics 365 data, reflecting business hierarchy (e.g., Business Units, clients, and project-related entities), and exposed it within the Dynamics 365 CRM interface via Document Management integration.

Implemented advanced security architecture for SharePoint document libraries:

- Designed access control model based on Dynamics 365 Business Units
- Created and managed custom SharePoint Groups aligned with organizational structure
- Automated user assignment to SharePoint Groups based on their Business Unit in Dynamics 365
- Configured permission levels and folder-level access to ensure secure and role-based document visibility

Ensured seamless user experience by integrating SharePoint document locations directly into Dynamics 365 records, enabling users to access relevant documentation within the CRM context.

Dynamics 365 & Azure Integration:

Led the development of an end-to-end integration between Dynamics 365 Sales and external systems using Custom Dataverse APIs, Azure Function Apps, and a React component embedded in the model-driven app.

Actively participated in solution design and security architecture, implementing Managed Identity authentication for secure communication between Dataverse and Azure Function.

Configured networking and private endpoints for Azure Functions to ensure secure and isolated access.

Implemented full integration logic, including error handling, application monitoring, and logging mechanisms for reliability and traceability.

Provided technical consultations to the client, supporting design decisions, deployment, and post-implementation maintenance.

Sep 2024-
Jul 2025
Warsaw, Poland

Senior Microsoft Dynamics 365 CRM Specialist | Microsoft Dynamics 365 CRM Developer HSBC - full-time

Creating Proof of Concepts (PoC) for system integration - Designed and implemented PoC solutions to ensure seamless integration between two systems, demonstrating technical feasibility and alignment with business goals.

Configuring and customizing Dynamics 365 Sales - Tailored the platform to meet specific business requirements, enhancing its usability and functionality.

Developing a React application integrated with Dynamics 365 Sales - Built and embedded a custom React application into Dynamics Sales as part of a broader integration strategy.

Building Power Automate flows - Designed and implemented automated workflows to streamline business processes, including notifications and alerts for business users.

Optimizing Power Automate flows - Improved performance and reliability of existing flows by applying advanced optimization techniques such as parallelism, error handling, and using FetchXML where applicable. These enhancements resulted in significantly faster flow execution, contributing to an improved user experience across the organization.

Client consultation - Provided expert advice to clients on technology adoption and process improvement strategies.

Business process analysis - Conducted in-depth analysis of client business processes to identify pain points and propose optimized solutions.

Nov 2023-
Sep 2024
Warsaw, Poland

Microsoft Dynamics 365 CRM Specialist | Microsoft Dynamics 365 CRM Developer Fellowmind - full-time

Projects- Insurance Services, financial services, environmental services

Developing Dynamics CRM Customer Service Online

Writing plugins and JavaScript

Project Management: Manage project tasks in Azure DevOps, create reports and status updates for clients, estimate task completion times, conduct client meetings to discuss system modifications and issues, provide consultation.

Extending Customer Service module

Integrating CRM with Azure Functions, App Services, SOAP services, and external client services

Providing end user support and consultation

Configuring and customizing Dynamics 365 CRM on-premise Sales 2016, 2013

Developing custom plugins and JavaScript code for client-side customizations

Custom Actions

Analyzing and adapting business processes within CRM

Managing SQL Server databases using MS SQL Management Studio

Conducting system audits

Implementing integrations with external firm services

Identifying, troubleshooting, and resolving bugs

Prototyped Incident Management Application :

Created a prototype of an incident management application with the following features:

- Power Pages: Enabled external users to create incidents through a web portal.
- Power Apps: Allowed internal users to track and manage incidents through a business process-driven interface.
- Power Automate: Automated notifications to technical specialists and established a feedback loop post-incident closure.
- Power BI: Visualized incidents by category and various properties for better insight and analysis.

This application facilitates the full lifecycle tracking of incidents and integrates with Power Automate, Power Apps, Outlook, and Power BI to provide a comprehensive solution.

Comprehensive Audit of CRM Sales On-premise

Objective:

Understand the current use of CRM Sales modules, optimize processes, and prepare for migration to CRM Online.

Scope:

Reviewed plugins, JavaScript, workflows, entities, business rules, and integrations. Evaluated and documented the current setup for performance and efficiency.

Tools Used:

SSMS, XrmToolBox, Excel, Azure DevOps

Outcome:

Detailed insights into CRM usage.
Recommendations for optimization.

Sep 2023-

Oct 2023 - 2mos

Warsaw, Poland

Technical consultant| Microsoft Dynamics 365 CRM Developer

Deloitte - full-time

Project - Major manufacturing company - involved in the implementation of MS Dynamics 365 CRM Sales

Key responsibilities:

In-depth understanding and analysis of client business processes.
Adept at translating clients' visions into actionable technical requirements, effectively bridging the gap between business needs and technical execution.
Engage regularly with project consultants to align project deliverables with client expectations, facilitating a collaborative environment for project requirement fulfillment.

Specialize in fine-tuning the CRM system to enhance user experience, including troubleshooting issues, and recommending system modifications that align with the client's usage perspective.

C# code optimization: best practices and approaches for implementing plugins for CRM.
External Service Integration: involved in the creation of a Common Data Model (CDM) as a part of the CRM implementation, which was essential for integrating the system with external services.

Jan 2022-
Sep 2023 - 1yr 9
mos
Warsaw, Poland

**Analyst | Microsoft Dynamics 365 CRM Developer
Deloitte - full-time**

Dynamics 365 (CRM) Development and Customization - Sales
Dynamics 365 (CRM) Plugins implementation.

Implementing automation using different approaches such as BPFs, js, business rules, workflows, power automate

Dynamics 365 Integration with external services such as Azure App Service, CEIDG data gathering, and mapping to the D365 CRM. Integration with SharePoint, MS Power Automate.

Azure DevOps - CI/CD, Git version control, work in Agile environment.

Dynamics 365 (CRM) Sales forms configuration/automatization using JS.

Bugs investigation in plugins or js in Dynamics CRM

Full cycle customer module implementation and integration into D365 CRM Sales

(Customer Complaint) : Full spectrum of Power Platform configuration - Entities, fields, BPFs, forms, views, js web libraries development, plugins integration(all pipeline execution events).

Jun 2021-
Sep 2021 - 4mos

**Junior .NET developer
Itransition - full-time**

Project for a leading pharmaceutical client in the UK - data extraction and visualization

Key responsibilities:

- Client's product support
- System configuration and customization
- Work with star-schema database type
- Experience in work with Microsoft SQL Server
- Basics of the ETL process - more specifically: data uploading, transforming data using SQL-Scripts, delivering output databases with data in the expected form to client sites.

Aug 2020-
Oct 2020 - 3mos

**.NET Intern
Epam systems - Apprenticeship**

Key responsibilities:

- .NET Core platform basics
- Implementation of 3-tier architecture
- Database integration implementation
- SQL queries using Entity Framework

Education

Polsko-Japońska Akademia Technik Komputerowych

2020-2026 | Informatics, computer science

Skills

Programming languages

C#
JavaScript
TypeScript

Frameworks

.NET Framework
.NET Core
ASP.NET
Entity Framework Core

Dynamics 365 and Power Platform

Dynamics 365 CRM
Power Apps: model-driven, canvas,
power pages
Power Automate
Copilot Studio
Chatbots
SharePoint

Db's

MS Sql Server
SSMS
Dataverse

Azure DevOps

CI/CD Pipelines
Repos - Git
Project Management
Boards

Power Platform Tools

Fiddler
XrmToolBox
Level Up
Power Pane
Plugin Registration Tool

Azure

App Services
Function Apps
Key Vault
App Registration
Entra ID
AI Foundry
AI Studio

Languages

Polish - C1
English - B2
Russian -Native

Other

GPT-4
OpenAI API
Robotic Process Automation

Certificates

- **Microsoft Certified: Power Platform Solution Architect Expert**
Issued Jan 2025
- **Microsoft Certified: Azure Developer Associate**
Issued Oct 2022
- **Microsoft Certified: Azure Fundamentals**
Issued Jun 2022
- **Microsoft Certified: Dynamics 365 Sales Functional Consultant Associate**
Issued May 2022
- **Microsoft Certified: Power Platform Functional Consultant Associate**
Issued May 2022
- **Microsoft Certified: Dynamics 365 Fundamentals (CRM)**
Issued Feb 2022
- **Microsoft Certified: Power Platform Fundamentals**
Issued Jun 2022