

Sarah H. McGrath

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Professional Summary

- Evaluated existing Dynamics 365 CRM systems to find gaps between the client's business processes or end user experiences and the existing CRM implementation
- Assessed existing Dynamics 365 CRM systems to find places where new out of the box features could replace heavy customizations leading to systems that are easier to maintain and upgrade
- Standardized SSIS error logging in Dynamics CRM by developing a C# based logging library and building the matching Managed Solution in CRM
- Used SQLite and a self-created C# Console Application, which contains logging and error handling, to standardize and filter client data from spreadsheets and import the cleaned data into Microsoft Dynamics CRM
- Used HTML, JavaScript, CSS, and jQuery to build multiple Web Resources that displayed aggregated data to the user and allowed the user to perform custom functionality
- Gathered client requirements, created requirements documentation, and delivered design documents for systems migrations and implementations

Work Experience

Plus Consulting

Applications Consultant (September 2017 - Present)

- Wrote Microsoft Dynamics CRM Plugins and Custom Workflow Activities with C#
 - Plugin functionality included checking user input, CRUD operations on records, and updating data in individual fields
 - Custom Workflow Activities were created for reusable functions such as adding days to a date
- Standardized SSIS error logging in Dynamics CRM by developing a C# based logging library and building the matching Managed Solution in CRM
- Designed, developed and deployed SSIS integration packages that connected a custom SQL-based ERP system to Dynamics 365 for Sales
- Used SQLite and a self-created C# Console Application, which contains logging and error handling, to standardize and filter client data from spreadsheets and import the cleaned data into Microsoft Dynamics CRM
- Used HTML, JavaScript, CSS, and jQuery to build multiple Web Resources that displayed aggregated data to the user and allowed the user to perform custom functionality
- Proven ability to establish and maintain client relationships with primary stakeholders, IT, and end users resulting in repeat business
- Experience providing excellent customer service through clear and consistent communication, responsiveness, and delivering customer-centric documentation
- Assessed existing Dynamics 365 CRM systems to find places where new out of the box features could replace heavy customizations leading to systems that are easier to maintain and upgrade
 - Documented and delivered the "what" and "why" of technical changes
 - Replaced front-end JavaScript with back end C# plugins in order to increase system reliability
 - Consolidated related business rules
- Evaluated existing Dynamics 365 CRM systems to find gaps between the client's business processes or end user experiences and the existing CRM implementation
 - Designed solutions focusing on using out of the box configurations to overcome these gaps
 - When necessary, created back and/or front end customizations using the supported Microsoft API
- Gathered client requirements, created requirements documentation, and delivered design documents for systems migrations and implementations

- Experience using 3rd party tools within Dynamics 365 to meet client requirements, e.g. ClickDimensions, Experian Data Quality Address Validation
- Provided formal training in person and via web meeting to Dynamics 365 CRM end users and super users
- Responsible for ongoing support and enhancements to clients after go-live
- Eliminated redundant documentation steps by creating training documentation templates for Microsoft Dynamics CRM team
- Stood up SQL databases and Scribe connectors for Production and Development instances of Dynamics 365
 - Deployed Scribe Replication Service solution for those instances
- Created Scribe Integration Solutions to migrate data from legacy, on-premise CRM systems to Dynamics 365 Online
- Used TFS for source control and Azure Dev Ops (formerly VSTS) for ticket management

Intern (January 2016 - September 2017)

- Customized Microsoft Dynamics 365 for Sales CRM forms, Workflows, Business Process Flows, dashboards, views, Security Roles, etc. as per client specifications
- Designed, crafted, and implemented a contract management process to track client change requests inside Microsoft Dynamics CRM using HTML, JavaScript, and Workflows
- Wrote code for Web Resources in Microsoft Dynamics CRM using HTML, CSS, and JavaScript
 - Web Resources included date checkers, process walkthroughs, field and tab display logic, custom grid displays via XML injection, and information submission forms
- Wrote detailed technical documentation about implemented customizations
- Created documentation for end users detailing how to perform job duties inside of Dynamics CRM
- Crafted Microsoft Dynamics CRM "lab books" containing end-user training exercises and walkthroughs to reinforce the material in client documentation
- Wrote, recorded, and edited SugarCRM training videos for client using Camtasia and VideoScribe
- Deployed and customized a trial environment of Microsoft Dynamics CRM and presented a demonstration to prospective client
- Wrote SQL SSRS reports pulling information from Microsoft Dynamics CRM for quotes, orders, and inventory
- Crafted multiple reports using the Microsoft Dynamics CRM built-in Word Template and Excel Template functions
 - Reports were used for quotes, invoices, form letters, and data analysis

United States Steel Corporation

Buyer / Procurement Analyst (December 2010 - December 2014)

- Identified and implemented process efficiencies while using Oracle R11 in order to reduce manual touches on requisition to purchase order process
- Responsible for delegating and managing work of an assigned United States Steel contractor
- Built Access database that Process Optimization used as a ticketing system to track assigned work, to track issues submitted to Accounts Payable, and generate weekly, monthly, and quarterly statistics; Access Database significantly reduced time required to generate reports
- Used statistics generated from reporting along with personal observation to determine various root causes of invoice mismatches and non-payments
- Responsibilities included contract negotiation and management, preparing and awarding requests for quotations, and strategically sourcing services.
- Generated over one million dollars in potential and actual costs savings
- Negotiated and managed multi-facility, multi-year, multi-million dollar contracts including when union and non-union based price change requests occurred
- Member of the team that selected and negotiated the implementation of a Vendor Management System (VMS) for United States Steel; responsible for initial research and comparison of VMS products
- Strategically sourced, RFQ'd, and awarded capital construction projects, construction maintenance projects, and

environmental projects

Additional Work Experience

- Thermo Fisher Scientific (September 2015 - December 2015)
- House of Commons of the United Kingdom, Office of Gregory Barker, MP (May 2009 - July 2009)
- The Catholic University of America University Libraries
- Allegheny County District Attorney's Office (May 2007-January 2009; Summer/Winter Intern)
- Kennywood (June 2006 - August 2006)

Education

Robert Morris University

- Degree and Major: Master of Science, Information Security and Assurance
- Graduation: May 2017 with a 4.0 GPA

The Catholic University of America

- Degree and Major: Bachelor of Arts, Philosophy
- Graduation: May 2010 from the School of Philosophy

Seton LaSalle Catholic High School

- Degree: High School Diploma
- Graduation: May 2006

Certifications

- MB2-715 Microsoft Dynamics 365 customer engagement Online Deployment
 - Credential ID: G563-6232
- Comptia Network+ Certification
 - Credential ID: C7ZD3MGFLL111333
 - valid until April 28, 2020

Skills

- Bash
- C#
- COBOL
- CSS
- HTML
- JavaScript
- Microsoft Access
- Python
- SQL
- SQLite
- SSIS
- jQuery
- Version Control Systems
 - Git
 - TFS