

Syed Bilal Ahmed

Microsoft Dynamics 365 & Power Platform Solution Architect | Techno-Functional Consultant

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PROFESSIONAL SUMMARY

- Microsoft-certified Dynamics 365 and Power Platform Techno-Functional Consultant with 5+ years of experience delivering enterprise CRM, automation, Copilot agents, integrations, analytics, and low-code business applications.
- Strong delivery background across banking, aviation, energy, semiconductor, property, construction, and food-tech environments.
- Hands-on across Dynamics 365, Dataverse, Power Apps, Power Automate, Power BI, Power Pages, Copilot Studio, PCF controls, JavaScript, TypeScript, C#, React, Node.js, NestJS, SQL, SharePoint, SAP integration, Azure DevOps, and GCP.

CORE EXPERTISE

Dynamics 365 CRM

Sales Hub, Customer Service Hub, Customer Insights, CRM configuration, customization, security, environment migration, data quality, user adoption

Power Platform

Canvas apps, model-driven apps, Power Pages, Power Automate, Power BI, Dataverse, virtual tables, Power Fx, custom PCF controls, Adaptive Cards

Copilot and Automation

Copilot Studio, autonomous Copilot agents, approvals, reminders, notifications, workflow optimization, process automation

Development and Integration

JavaScript, TypeScript, C#, C, C++, React, Node.js, NestJS, Web APIs, SQL, SharePoint Online, SAP SuccessFactors, ServiceNow scenarios, GCP, Azure DevOps, GitHub

CERTIFICATIONS

PL-600 Power Platform Solution Architect Expert

PL-400 Power Platform Developer Associate

PL-900 Power Platform Fundamentals

Power Automate: Create and manage automated processes

Power Apps and Dataverse: Create and manage model-driven apps

Google Cloud Platform (GCP) - For Techs

PROFESSIONAL EXPERIENCE

Senior Consultant / Microsoft Dynamics 365 Techno-Functional Consultant

Jul 2024 - Present

SHIFT Management Consulting

Dubai, UAE / Hybrid

- Lead Dynamics 365 and Power Platform delivery across ADCB, ADNOC, Emirates, AMKOR, and other enterprise clients.
- Design model-driven apps, canvas apps, Dataverse solutions, SharePoint data models, virtual tables, reusable templates, and custom PCF controls.
- Build Power Automate workflows for approvals, notifications, registrations, reminders, SAP SuccessFactors data flows, and operational automation.
- Develop Copilot Studio agents for project management, employee assistance, ServiceNow-related workflows, invoice support, and innovation modules.

Software Engineer / Microsoft Dynamics 365 Consultant

Feb 2023 - Jul 2024

Growdash Tech Solutions DMCC

Dubai, UAE

- Owned Dynamics 365 and Power Platform solution design, CRM customization, technical documentation, and stakeholder communication.
- Architected the GrowDash Analytical Dashboard for UAE food-industry aggregator data, including analytics, recommendation workflows, and AI agent capability.

PROFESSIONAL EXPERIENCE CONTINUED

Microsoft Dynamics 365 Consultant

Apr 2022 - Mar 2023

ITKnocks Pty Ltd

Sydney, Australia

- Gathered requirements and delivered Dynamics 365 Sales Hub, Customer Service Hub, Customer Insights, and Power Platform solutions.
- Configured Power Apps, Power Automate, Power BI, and Dataverse solutions while providing mentoring, user support, POCs, and release testing.

Microsoft Dynamics 365 Consultant

Jan 2021 - May 2022

Solution Services and Consultancy Pvt Ltd

Karachi, Pakistan

- Translated business requirements into Dynamics 365 and Power Platform technical specifications, CRM components, and process improvements.
- Built Power Automate workflows and CRM integrations to improve workflow efficiency, system connectivity, user experience, and data integrity.

SELECTED ENTERPRISE PROJECTS

ADNOC

Project management system using model-driven apps, custom PCF controls, Power Automate, Copilot agents, and Adaptive Cards for reminders and approvals.

ADCB

Core banking automation with model-driven apps, Power Automate, SAP integration, HR canvas apps, and Copilot agents for invoice workflows.

Emirates Airlines

Volunteering management solution covering missions, internal resources, registrations, approvals, notifications, allocation, and participation tracking.

AMKOR

Canvas apps, Power Pages, Dataverse virtual tables, SharePoint data sources, innovation module Copilot agents, and reusable canvas template frameworks.

GrowDash Analytical Dashboard

Analytics and recommendation product for UAE food-industry aggregator data, combining solution architecture, functional design, backend contribution, GCP, TypeScript, React, Node.js, NestJS, and AI agent capability.

Property Hub

Australian property construction and sales product built with Dynamics 365 Sales Hub, Customer Service Hub, model-driven apps, canvas apps, Power BI, and Power Pages.

Inspectus

Construction-site task and inspection management product using model-driven apps for management and canvas apps for field inspections, delivered with Microsoft best practices.

Interline Bus Services

Rapid POC and delivery for an Australian bus-management firm using Customer Service Hub and Customer Insights to meet custom operational requirements.

IMPACT HIGHLIGHTS

Reduced manual handoffs by automating approvals, registrations, reminders, notifications, invoice support, HR workflows, and SAP-linked data flows.

Improved operational visibility through model-driven apps, Dataverse data models, dashboards, project tracking, resource allocation, and lifecycle reporting.

Strengthened adoption by combining stakeholder workshops, intuitive app UX, technical documentation, release support, and customized business-user training.

EDUCATION

Bachelor of Science in Computer Science | NUCES-FAST, Karachi | Apr 2018 - Jul 2022

Languages: Arabic, Urdu, English

TARGET DOMAINS

Banking | Aviation | Energy | Semiconductor | Property | Construction | Food-tech analytics