

Customer Relationship Management (MS Dynamics)- TN_202511_037

Jūsų užduotys

We are looking for an experienced **Microsoft Dynamics 365 Customer Service and Sales professional** with strong **functional and technical (development)** expertise. The candidate will be responsible for designing, implementing, customizing, and supporting Dynamics 365 Customer Service and Sales solutions, while leveraging **Power Platform, Dataverse, and JavaScript**. The role requires strong understanding of **non-functional aspects** such as performance, security, and scalability, along with exposure to **Marketing module** and system integrations. Experience in API and backend development is a strong advantage.



Darbo ID
REF6242E

Vieta
Bengaluru

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Juridinis asmuo
AUMOVIO India Private Limited

Key Responsibilities

Dynamics 365 Customer Service & Sales (Core)

- Design, configure, and implement Dynamics 365 Customer Service and Sales solutions including:
 - Cases, Queues, SLAs, Entitlements, Knowledge Articles
 - Customer Service Hub
 - Leads, Opportunities, Accounts, Contacts, Activities, and Forecasting
- Customize forms, views, dashboards, business process flows, and commands
- Support end-to-end implementation, enhancements, upgrades, and production support

Functional & Technical Development

- Translate business requirements into scalable D365 solutions
- Perform custom development using:
 - JavaScript (form scripting, validations, ribbon customization)
 - Plugins, Workflows, Business Rules
 - Power Automate flows
- Design and manage Dataverse:
 - Tables, relationships, security roles, field-level security
- Address non-functional requirements such as performance, security, data integrity, and maintainability

Power Platform

- Build and customize Model-Driven Apps and Canvas Apps using Power Apps
- Develop automation using Power Automate

- Manage solutions, environments, and deployment pipelines
- Follow Power Platform governance and best practices

Cross-Module & Marketing Integration

- Working knowledge of Dynamics 365 Marketing:
 - Customer journeys, segments, marketing forms, and email campaigns
- Understand and support data flow between:
 - Customer Service, Sales, and Marketing modules
- Collaborate with business teams to ensure end-to-end CRM process alignment

Integrations & APIs (Good to Have)

- Design and implement integrations using:
 - Dynamics 365 Web API / REST APIs
 - Third-party system integrations
- Backend/API development experience (any of the following is a plus):
 - .NET, Java, Node.js
- Knowledge of authentication mechanisms (OAuth, Azure AD)
- Experience with Azure integration services (Functions, Logic Apps, Service Bus – preferred)

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Mandatory Skills

- 5+ years of hands-on experience with Microsoft Dynamics 365
- Strong expertise in Customer Service and Sales modules
- Experience in both functional consulting and technical development
- Strong hands-on experience with:
 - Power Apps
 - Dataverse
 - JavaScript
- Good understanding of CRM security model and ALM practices
 - Ability to work closely with business stakeholders and technical teams

Mes siūlome

- **Good to Have**
- API and backend development experience
- Experience with Customer Service Insights
- Azure services and integration patterns
- Microsoft Dynamics / Power Platform certifications
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Soft Skills

- Strong problem-solving and analytical skills

- Excellent communication and stakeholder engagement
- Ability to work independently and in Agile teams
- Attention to detail and ownership mindset

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Since its spin-off in September 2025 AUMOVIO continues the business of the former Continental group sector Automotive as an independent company. The technology and electronics company offers a wide-ranging portfolio that makes mobility safe, exciting, connected, and autonomous. This includes sensor solutions, displays, braking and comfort systems as well as comprehensive expertise in software, architecture platforms, and assistance systems for software-defined vehicles. In the fiscal year 2024 the business areas, which now belong to AUMOVIO, generated sales of 19.6 billion Euro. The company is headquartered in Frankfurt, Germany and has about 87.000 employees in more than 100 locations worldwide.