

MICHAEL E. HANSEN

3633 CROOKS RD, ROYAL OAK, MI 48073 • 248-635-2746 • MIKE@DYNAMICSCERTIFIED.COM

CERTIFICATIONS: MICROSOFT DYNAMICS CRM CERTIFIED (MCTS – MB2866) - MICROSOFT CERTIFIED ADMINISTRATOR – MICROSOFT CERTIFIED SYSTEMS ENGINEER

VISIT WWW.DYNAMICSCERTIFIED.COM FOR A DETAILED SKILLS MATRIX

1/20/2020 – 3/27/2020 (COVID-19 FURLOUGH)

Friedman Real Estate

Farmington Hills, MI 48331

Dynamics 365 Administrator

- Dynamics 365 Customization with Power Apps
- Custom entities
- Office 365 / SharePoint / MS Flow
- Data migration using SSIS & KingswaySoft
- Form creation, upgrades / customizations
- Custom Workflows
- End User Training

4/2017 TO 1/20/2020

United way of Southeast Michigan

Detroit, MI

Business Systems Analyst

Dynamics 365 Planning and Configuration including workflows, views, dashboards, business process flows and data integration and management. This included end user interviews, development and end user acceptance testing and rollout.

- Dynamics CRM 2011 On Premise to Partner Hosted Dynamics 365 Migration
 - Business Process Flows
 - Integrate WordPress website with Dynamics CRM
 - 3rd Party data migration/Integration using SSIS & KingswaySoft
 - Form creation, upgrades / customizations
 - Custom Entities
 - Custom calculated forms to remove depreciated JavaScript
 - Workflow / Business Processes / Business Rules
 - Realign record ownership with best practices
 - Align core business units with Dynamics CRM best practices
 - Click Dimensions implementation
 - Implement Activity usage / Automation & Reporting
 - Activity Rollups to Account (Custom Regarding Parented Workflow)
 - Office 365 / SharePoint / Skype / Teams

9/2015 TO 4/2017

EPIC Primary Care

Bloomfield Hills, MI

IT Manager for Corporate WAN

New Dynamics CRM 2015 Deployment to integrate Electronic Medical Records. (EMR)
Call Center integration with Fidelity Phone System. (Call Pops with Phone Activity Record)

- Dynamics CRM 2015/2016
 - CRM 2015 Deployment with CRM 2016 upgrade
 - Peak Engagement Deployment with Dynamics CRM integration for Patient Kiosk
 - CRM Data Migration (SSIS) from large Medical EMR
 - Requirements gathering / End User interviews
 - User Interface Design
 - Call Center configuration utilizing Dynamics CRM
 - Sales Force Automation Design – Leads, Opportunities
 - Custom entities created to solve complex business needs
 - Advance Find / Views / Dashboards
 - Custom Workflows
 - North52 – Scheduler for creating and or updating of existing records
 - Email Campaign setup
 - SharePoint 2013 Installation and setup

10/2007 TO 2/2015

Productions Plus - The Talent Shop

Bingham Farms, MI

IT MANAGER

New Dynamics CRM 4.0 Deployment for Talent Management with progressive in place migrations to Dynamics CRM 2013.

- Dynamics CRM
 - CRM 4 to CRM 2011 to CRM 2013 upgrade
 - Dynamics CRM / SharePoint ADFS, IFD deployment
 - CRM Custom Entities
 - Custom Workflow
 - Forms and Views Customizations
 - CRM Charts, Dashboards and Custom SSRS reports
 - Office 365 DirSync with ADFS (Active Directory Integrated)
 - Exchange Migration to Office 365
 - PowerShell for Office 365
 - End User Training
 - Vendor Management
 - VOIP Phone System management
- Network
 - Physical Server to VMware conversion - VMware 2 Host deployment – Production / Failover
 - SQL 2008 to 2012 upgrade
 - Server 2008 to 2012 Migration or replacement

- Cisco Router & Switch Management
- Remote Access

4/2001 TO 9/1/2007

Northrup Grumman CIS

Herndon, VA

IT ADMINISTRATOR

- Network
 - On a Team to migrate CBP network
 - Install / Manage Dell Edge Servers
 - Install / Manage Cisco Firewalls
 - Novell 4.1 to Windows AD 2003
 - CC-Mail to Exchange 2003 Migration
 - End user Training
 - Custom MS Access DB Builds
 - Extensive Travel - Multiple location throughout country

AMERA Mortgage

8/1997 - 4/2001

Farmington Hills, MI

IT Administrator

- Network
 - Network Administrator for Corporate Network
 - Novell 4.1 Administration
 - Network Cabling
 - End User Support
 - Computer Builds
 - Arcserve Backup

EDUCATION

1/1997 - 7/1997

Computer Learning Centers

Madison Heights, MI

Network Engineering & Management Diploma