

SHREYAS AILA

Dynamics 365 · Power Platform · Azure · AI & Agentic Solutions
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PROFESSIONAL SUMMARY

Microsoft technology professional with 3 years architecting enterprise solutions on Dynamics 365 CE, Power Platform, and Azure. Proven track record delivering cloud-native integration pipelines and AI-powered automation workflows. Deep focus on agentic AI, Copilot Studio, and Azure AI Foundry as the next evolution of enterprise automation.

CORE COMPETENCIES

CRM & Power Platform: D365 CE (Sales, Customer Service) · Power Apps · Power Automate · Copilot Studio · Dataverse · Solution ALM
Azure & Cloud: Azure Functions · Durable Functions · Logic Apps · Blob Storage · Azure Queue · App Insights · Azure DevOps · CI/CD
AI & Emerging Tech: Azure OpenAI Service · Azure AI Foundry · Copilot Studio Agents · RAG Patterns · AI Builder · Semantic Kernel
Development: C# · .NET 8 · ASP.NET MVC · Node.js · JavaScript/TypeScript · React · REST APIs · Dataverse Web API · PCF
Integration: Twilio · Azure Speech SDK · SharePoint Graph API · PayPal Advanced Checkout · Exchange Online

PROFESSIONAL EXPERIENCE

Associate Consultant — Dynamics 365 & Azure · TTEC Digital · Hyderabad, IN *Jun 2024 – Present*

AI-Powered Recruitment Call Intelligence System - Twilio · Azure Speech SDK · Azure AI Foundry · Azure Functions · React

- Designed and delivered an end-to-end AI call analysis platform at a hackathon — integrating VoIP telephony, real-time transcription, and generative AI to automate recruiter screening workflows.
- Engineered a bridge-call mechanism overcoming direct VoIP constraints: Twilio routes recruiter calls through an intermediary number, streaming dual-channel audio via WebSocket to a .NET 8 backend for live decoding and transcription. Azure Functions pipeline analysed live transcripts using GPT-4o-mini, auto-detecting 16 screening sub-steps in real time.
- Azure Functions pipeline analysed live transcript chunks using Azure AI Foundry (GPT-4o-mini), auto-detecting 16 screening sub-steps in real time and persisting checklist state to Azure Table Storage.
- React dashboard surfaced live progress, AI-generated next-step guidance, and call summary — improving structured interview quality across the recruiting team.

Dynamics 365 - SharePoint Email Archival Pipeline - Azure Functions .NET 8 · Dataverse · SharePoint API · Azure Queue · App Insights

- Architected a cloud-native producer-worker pipeline that automatically migrates archived CRM emails to SharePoint on a 2-minute timer cycle — reducing Dynamics 365 storage overhead while maintaining compliance accessibility.
- Producer function batches unarchived email IDs (50/batch) into Azure Queue; worker function fetches full content from Exchange Online (with HTML fallback), converts to .eml, and uploads to per-Account SharePoint folders.
- Extended the D365 Email entity with 3 custom Dataverse columns (archive flag, archive date, SharePoint URL), stamping each record post-migration to maintain a full audit trail within CRM.
- Instrumented with Application Insights custom metrics (Emails Migrated, Batch Failures) queryable via KQL dashboards — enabling real-time SLA monitoring and proactive failure detection.

Dynamics 365 CRM Platform & Integration Engineering - D365 CE · Dataverse · Azure Durable Functions · Power Automate · ASP.NET MVC

- Delivered Durable Functions pipelines for high-volume Dataverse onboarding — processing 50,000+ records using fan-out/fan-in orchestration, replacing fragile in-memory ETL workflows.
- Customised Dynamics 365 CE across plugins, JavaScript web resources, workflows, and business rules to encode complex client-specific logic within maintainable, version-controlled solution layers.
- Developed Copilot Studio agents and Power Automate flows automating case management end-to-end, improving service team efficiency by ~85% on targeted workflows.
- Integrated PayPal Advanced Checkout (Wallet, Venmo, Pay Later, Apple Pay) into a live ASP.NET MVC application — owning the full integration lifecycle through production monitoring.
- Contributed to pre-sales efforts by building targeted Power Platform PoCs that directly supported client acquisition decisions.

System Software Associate Programmer · TTEC Digital · Hyderabad, IN *Jun 2023 – Jun 2024*

- Designed and built a WPF desktop application to automate Salesforce-to-Dynamics 365 schema migration using MVVM architecture, eliminating a manual error-prone field-mapping process.
- Maintained active awareness of the Power Platform product roadmap and proactively identified simplified, scalable approaches to recurring client challenges.

CERTIFICATIONS

Microsoft Certified: Fabric Data Engineer Associate (DP-700)

December 2025

Microsoft Certified: Power Platform Fundamentals (PL-900)

June 2024

Microsoft Applied Skills: Create agents in Copilot Studio

March 2026

EDUCATION

B.E. Computer Science & Engineering - Methodist College of Engineering and Technology, Hyderabad

Jun 2019 – Jun 2023