

PRAMOD KUMAR

Senior Software Engineer | AI & CRM Solutions Consultant

AI-102 Certified

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PROFESSIONAL SUMMARY

Results-driven Senior Software Engineer with 9+ years of experience specializing in AI/LLM solutions, Dynamics 365 CRM, and full-stack .NET development. Proven track record of delivering scalable enterprise solutions that drive business growth through sales and service automation. Expert in Microsoft Power Platform, cloud architecture, and system integration with a strong focus on client-facing collaboration and business-minded technical partnerships.

PROFESSIONAL EXPERIENCE

Senior Software Engineer

Sep 2023 - Present

ECLEVA - Microsoft Solutions Partner

Ahmedabad, Gujarat, India (Hybrid)

- Led development of AI-powered voice agent using RASA, Llama 3 LLM, and Twilio for intelligent recruitment automation
- Built LLM-based PBI generator to automate Agile documentation, reducing manual effort by 70%
- Architected Dynamics 365 Field Service solution with intelligent resource optimization and mobile-first design
- Delivered comprehensive D365 Sales CRM with custom web portal integration for loan & account management
- Implemented Power Platform solutions including Power Automate workflows and Power Apps customization
- Designed security models, custom plugins, and web resources for enhanced CRM functionality

Senior Software Engineer

Jan 2018 - Sep 2023

TM Systems

Ahmedabad, Gujarat, India

- Led design and delivery of cloud-based University Management System managing complete academic lifecycle
- Developed Institute Management System with modules for admissions, exams, fees, and student lifecycle
- Built GST-compliant Car Showroom Billing System with multi-payment reconciliation
- Architected scalable solutions using ASP.NET MVC, Web API, Oracle DB, MySQL, and TypeScript
- Implemented role-based portals for administrators, faculty, students, and parents
- Delivered real-time dashboards and analytics for data-driven decision making

Software Developer

Jan 2017 - Jan 2018

Capsitech IT Services Private Limited

Jodhpur, Rajasthan, India

- Developed cloud-based accounting suite (Capium) for UK market with HMRC & Companies House compliance
- Built integrated modules for tax, payroll, bookkeeping, and compliance management
- Implemented secure and scalable architecture on Microsoft Azure
- Designed multi-user accounting solution with unlimited license support

FEATURED PROJECTS

AI Voice Agent - Intelligent Recruiter

[ECLEVA](#)

Developed conversational AI system for automated candidate screening using RASA, Llama 3 LLM, and Twilio with intelligent intent recognition and automated transcription.

[RASA](#) [Llama 3](#) [Python](#) [Twilio](#) [NLP](#)

AI-Powered PBI Generator

[ECLEVA](#)

Built LLM-based solution transforming requirement documents into detailed Product Backlog Items with Azure DevOps integration.

[LLM](#) [Azure OpenAI](#) [Python](#) [Azure DevOps](#)

Dynamics 365 Field Service Solution

[ECLEVA](#)

Architected intelligent resource optimization system with automated scheduling, mobile-first design, and offline capability.

[Dynamics 365](#) [C#](#) [Power Platform](#) [JavaScript](#)

TECHNICAL SKILLS

Microsoft Platform

Dynamics 365 CRM
Power Platform
Azure Cloud
SharePoint
Power BI

Backend Development

ASP.NET Core/MVC
C# / .NET Framework
Web API
Entity Framework
Node.js

Frontend Development

React.js / TypeScript
Angular
JavaScript / jQuery
HTML5 / CSS3
Bootstrap

AI & Machine Learning

LLM Integration
RASA Framework
NLP
Azure OpenAI
Python

Databases

SQL Server
Oracle Database
MySQL
Database Design
T-SQL

DevOps & Tools

Azure DevOps
REST APIs
Power Automate
Git
Agile/Scrum

EDUCATION

Master's Degree in Computer Software and Media Applications

[Jaipur National University](#)

2019 - 2021

KEY STRENGTHS

- 9+ years of experience in enterprise software development and CRM solutions
- 50+ successfully delivered projects across various domains
- Expertise in AI/LLM integration and conversational AI development
- Strong client-facing skills with experience in direct business collaboration
- Proven ability to lead teams and manage end-to-end project delivery
- Microsoft Solutions Partner ecosystem experience