



Eren Demir

CRM Architect/Developer

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📍 Malmö, Sweden

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SKILLS

CRM & POWER PLATFORM

• Dynamics 365 CRM • Dynamics Customer Insights • Dataverse
• Plugin Development • Power Platform • Power Automate

AI & COPILOT

• Copilot Studio • M365 Copilot • Claude • OpenAI Codex
• LLM • RAG

AZURE & INTEGRATION

• Microsoft Azure • Azure Functions • Azure Logic Apps
• Azure Service Bus • API Integration • BankID

DEVELOPMENT & DEVOPS

• .NET / C# • TypeScript • JavaScript • Angular • SQL
• Azure DevOps • CI/CD • Git

EXPERIENCE

Jun 2026–present (50% allocation)

Malmö, Sweden

CRM Architect/Developer

Øresundsbron

Developing Øresundsbron's Dynamics 365/Dataverse CRM solution, focusing on plugin development and integrations with external systems.

Apr 2026–present (100% allocation)

Gothenburg, Sweden (remote)

Product Owner / Architect / Developer

Hedin

Building Customer Service, Marketing, and Sales apps on Dynamics 365. Acting as Product Owner to shape product direction and requirements, while leading technical architecture and contributing to development and integrations.

Dec 2025–Jan 2026 (20% allocation)

Malmö, Sweden

CRM Technical Reviewer

Øresundsbron

Conducted a comprehensive technical review of a Dynamics 365/Dataverse CRM solution, covering architecture, plugins, cloud flows, API integrations, frontend code, data validation, security, and governance. Delivered a prioritized remediation backlog with effort estimates to guide improvements across security, data quality, and customer service workflows.

Dec 2024–Apr 2026 (150% allocation)

Malmö, Sweden

CRM Architect/Developer

Softronic

Led the migration of a membership management platform from on-premise Dynamics CRM to the cloud. Built a new member-facing web portal with .NET and Angular, featuring BankID authentication and REST API integrations for external data exchange. Designed backend services for membership, contact, and address management. Consolidated APIs and integrations on Azure to improve scalability and security, and implemented data protection policies with automated membership workflows.

Apr 2024–Oct 2024 (100% allocation)

Malmö, Sweden

CRM Architect/Developer

Academedia

Built consent management for customer communications in Dynamics Customer Insights (Marketing), handling opt-in/opt-out logic and daily compliance processes. Integrated external systems and migrated existing logic from outbound marketing to the new platform. Automated workflows using Power Automate and Azure Logic Apps to reduce manual work and improve data consistency.

Apr 2024–Oct 2024 (20% allocation)

Stockholm, Sweden

CRM Developer

Bliwa

Supported the setup and configuration of Dynamics 365 Customer Insights - Journeys, helping define customer journey flows and marketing automation for improved engagement and communication.

Aug 2021–Apr 2024

(100% allocation)

CRM Developer

Trygg-Hansa

Set up and customized the Customer Service and Sales modules with queues, SLAs, messaging channels, and dashboards tailored to the support team's workflow. Built an AI-powered chatbot in Copilot Studio with RAG against internal knowledge bases and customer data for employee support. Managed the setup of the Dynamics 365 Online environment and developed APIs and integrations on Azure. Automated key processes using Power Automate and Azure Logic Apps.

Aug 2021–Aug 2022

(20% allocation)

CRM Developer

ASSA ABLOY

Helped ASSA ABLOY migrate Dynamics CRM from on-premise to online.

Jan 2018–Aug 2021

(100% allocation)

CRM Developer

E.ON

Led the migration of Dynamics CRM from on-premise to online for one of Europe's largest energy companies. Rebuilt APIs and integrations on Azure, and automated business processes using Power Automate and Azure Logic Apps to ensure reliable data flow across cloud systems.

Jan 2016–Jan 2018

(100% allocation)

.NET Developer

Academedia

Built and optimized SQL-based system integrations, including complex queries and database management across multiple platforms. Implemented Microsoft Identity Management (MIM) to handle user provisioning, role management, and security policies, establishing centralized access control and identity governance for the organization.

Malmö, Sweden

EMPLOYMENT

Oct 2024–present Founder & CRM Architect/Developer Snapping Turtle AB	Malmö, Sweden	Oct 2024–present Co-Founder & CRM Architect/Developer SUNDET CRM	Malmö, Sweden
Apr 2024–Oct 2024 CRM Architect/Developer B3 Elevate	Stockholm, Sweden	Aug 2022–Apr 2024 CRM Developer Trygg-Hansa	Malmö, Sweden
Aug 2021–Aug 2022 CRM Developer Absfront	Malmö, Sweden	Aug 2020–Aug 2021 CRM Developer Capgemini	Malmö, Sweden
Jan 2018–Aug 2020 CRM Developer CGI	Malmö, Sweden	Jan 2016–Jan 2018 .NET Developer Axians	Malmö, Sweden

LANGUAGES

Swedish Fluent	English Fluent	Turkish Professional Working
Danish Elementary	Norwegian Elementary	Japanese Elementary