

Julio Alexander Thorpe

Sr. Power Apps Architect | RPA Developer | Microsoft 365 Copilot Specialist

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SUMMARY

IT professional with 14+ years of experience developing and managing Microsoft Power Platform and SharePoint solutions. I specialize in building custom applications, automating business processes, and migrating legacy systems to modern cloud platforms. Strong background in leading development teams and working directly with stakeholders to deliver practical business solutions.

WORK EXPERIENCE

Sr. Power Platform RPA Developer - Donor Workup Program

National Marrow Donor Program (NMDP) / Be The Match

April 2025 - October 2025 | United States

Architected and deployed comprehensive Power Platform solution that transformed the NMDP donor workup process from initiation through collection coordination. Built intelligent automation systems for donor management, risk assessment, and scheduling that directly impact patient survival outcomes.

Key Projects:

- **Donor Workup Management App (Model-Driven):** Built centralized case management system tracking donors through medical clearance, infectious disease testing, physical examinations, and final clearance with automated workflow routing based on donor type and urgency
- **AI Builder Risk Models:** Developed predictive models for donor attrition risk (87% accuracy), medical clearance complexity forecasting (82% accuracy), and optimal donor selection based on completion probability
- **Intelligent Scheduling System:** Created scheduling engine for donor appointments, medical evaluations, and collection procedures with automated conflict detection across multiple facilities and time zones
- **RPA Automation Suite:** Built Power Automate Desktop flows for medical record extraction from multiple EMR systems, lab result processing from LIMS, automated data entry, and document generation. Implemented UiPath workflows for complex multi-system data extraction and legacy system integration

- **Power BI Analytics Dashboard:** Developed real-time donor pipeline visualization showing workup stages, bottlenecks, risk cohort analysis, and coordinating center performance metrics
- **Mobile Donor Portal (Canvas App):** Created donor-facing mobile application for workup status tracking, secure document upload, appointment scheduling, and secure messaging with coordinators
- **Copilot Studio Implementation:** Designed and deployed custom Copilot agents for donor coordinators to access real-time workup information through natural language queries. Built knowledge base integration connecting Copilot to NMDP donor registry, medical protocols, and compliance documentation. Created conversational workflows for common coordinator tasks including donor status checks, appointment scheduling recommendations, and risk assessment summaries. Implemented Copilot Studio topics for automated FAQ responses on donor eligibility, workup procedures, and collection protocols. Integrated Copilot with Dataverse to enable coordinators to update donor records and trigger workflows through conversational interface. Developed custom actions and Power Automate flows triggered by Copilot conversations for document generation and notification systems. Trained 150+ donor coordinators and medical staff on Copilot Studio agent usage and best practices. Created analytics dashboards tracking Copilot usage, query patterns, and coordinator productivity improvements.
- **Healthcare Integration:** Integrated HL7/FHIR messaging with hospital EMR systems (Epic, Cerner). Connected Lab Information Management Systems (LIMS) for automated result processing. Built custom connectors for NMDP Donor Registry Database and Transplant Center Networks (CIBMTR). Implemented HIPAA-compliant architecture with Azure AD integration, MFA, and role-based access control.

Impact: 45% reduction in average donor workup timeline (from 28 to 15 days), 32% improvement in donor retention through early risk intervention, 89% scheduling efficiency with predictive appointment allocation, 60% decrease in manual data entry through RPA automation, real-time visibility into 500+ concurrent donor workup cases, 40% reduction in coordinator query response time through Copilot Studio agents.

Sr. Power Apps Architect | RPA Developer | Microsoft 365 Copilot Specialist

Southern Company

November 2024 - May 2025 | United States

Developed six enterprise applications using Microsoft Power Platform and RPA technologies. Led Microsoft 365 Copilot pilot program implementation across multiple business units, providing executive training and user support.

Key Projects:

- **Email Processing System:** Built Power Automate Desktop and AI Builder solution that reduced manual processing time by 85%. Implemented intelligent document understanding to extract key information

from customer emails, route requests to appropriate departments, and auto-populate service tickets in Dynamics 365.

- **Gas Meter Request Application:** Created UiPath and Power Automate solution that cut processing time from 3 days to 4 hours. Developed automated workflows for meter availability checks, work order generation, field technician assignment, and customer notification systems.
- **Contract Proposal Management System:** Built comprehensive model-driven app with automated document generation using Word templates, multi-stage approval workflows with escalation rules, version control, and integration with SharePoint document libraries for contract storage.
- **System Access Management Solution:** Developed role-based security application with Active Directory integration, automated provisioning/deprovisioning workflows, compliance auditing, and self-service access request portal for employees.
- **Public-Facing Power Pages Portal:** Created customer service portal that improved satisfaction scores by 35%. Implemented account management, outage reporting, billing inquiry features, live chat integration, and mobile-responsive design.
- **Transformer Calculation Application:** Developed AI Builder solution for automated text extraction from electrical engineering plans. Built custom form processing model to identify transformer specifications, calculate load requirements, and generate equipment recommendations.
- **Microsoft 365 Copilot Implementation:** Provided hands-on training to executives and 200+ end users on Copilot features and integration. Collaborated with IT and business teams to customize Copilot functionalities for specific departmental needs. Conducted weekly training sessions and workshops to drive user adoption and proficiency. Troubleshoot technical issues with Copilot integration across Office 365 applications. Developed comprehensive user guides, best practices documentation, and troubleshooting resources. Gathered user feedback and worked with development teams to implement workflow improvements. Delivered monthly progress reports to senior management on Copilot pilot effectiveness and ROI.

Power Apps Developer | Microsoft Dynamics 365 | Copilot Integration Specialist

DXC Technology

February 2024 - July 2024 | United States

Led development team converting Salesforce data into Power Apps and Power BI reporting system. Implemented Microsoft 365 Copilot integration to enhance data analysis workflows and user productivity.

Key Responsibilities:

- **Salesforce to Power Platform Migration:** Architected and executed complete data migration from Salesforce to Dataverse. Developed custom data mapping scripts using PowerShell and C# to transform Salesforce objects into Dataverse tables. Built model-driven apps replicating Salesforce functionality including opportunity management, contact tracking, and sales pipeline visualization.
 - **Power BI Dashboard Development:** Created 15+ executive dashboards for sales performance, customer analytics, and revenue forecasting. Implemented real-time data connections to Dataverse, SQL Server, and external APIs. Developed DAX measures for complex calculations including year-over-year comparisons, rolling averages, and predictive analytics.
 - **Power Automate Workflow Development:** Built automated workflows for lead assignment, opportunity progression, email notifications, and data synchronization between systems. Implemented error handling, retry logic, and comprehensive logging for enterprise-grade reliability.
 - **Data Security Implementation:** Designed and implemented role-based security model with field-level security controls. Created business units, security roles, and sharing rules ensuring compliance with data privacy regulations. Implemented Azure AD group integration for automated user provisioning.
 - **Copilot Integration:** Integrated Microsoft 365 Copilot into Power Apps for natural language data queries. Developed custom prompts and training materials for business users to leverage Copilot for report generation and data analysis. Created documentation for Copilot best practices in CRM workflows.
 - **User Training:** Conducted 20+ training sessions for business users, administrators, and executives covering Power Apps navigation, Power BI dashboard usage, and Copilot functionality.
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Sr. Power Apps Developer

NuAxis Innovations

December 2022 - January 2024 | United States

Designed and implemented Power Platform solutions for Department of Interior projects. Held Public Trust security clearance for DOI-OCIO-OLES.

Daily Responsibilities:

- **Requirements Gathering & Solution Design:** Worked with business analysts to gather requirements and design solutions. Conducted stakeholder interviews, created functional specifications, and developed technical architecture documents for Power Platform implementations.
- **Application Development:** Built both canvas and model-driven Power Apps applications for various DOI departments. Developed responsive UI/UX designs, implemented complex business logic using Power Fx formulas, and created custom components for reusable functionality.

- **System Integration:** Integrated applications with Microsoft 365, SharePoint document libraries, Dynamics 365, and external REST APIs. Built custom connectors for legacy DOI systems, implemented OAuth authentication, and developed error handling for enterprise integrations.
- **Workflow Automation:** Created automation workflows using Power Automate including approval processes, document routing, scheduled data synchronization, and notification systems. Implemented parallel branching, conditions, and loops for complex business logic.
- **Quality Assurance:** Performed comprehensive testing including unit testing, integration testing, user acceptance testing, and performance testing. Developed test plans, documented bugs in Azure DevOps, and implemented fixes ensuring production-ready applications.
- **User Training & Support:** Provided training and ongoing support to end users through documentation, video tutorials, and live training sessions. Created user guides, FAQs, and troubleshooting resources.
- **Team Leadership:** Managed team of 3-5 developers on various projects including task assignment, code reviews, and mentoring junior developers on Power Platform best practices.

Key Achievements: Migrated multiple SharePoint sites from 2013/2016 to modern Power Apps, converting InfoPath forms to canvas apps. Converted SharePoint Designer workflows to Power Automate flows with enhanced functionality. Built custom business applications that automated manual processes, reducing processing time by 60%. Created Power BI dashboards for real-time business insights with drill-down capabilities and interactive visualizations.

SharePoint/PowerApps Developer

Florida Department of Transportation

April 2022 - October 2022 | Fort Lauderdale, Florida, United States

Managed migration of SharePoint systems from legacy versions to modern platforms. Developed Power Platform solutions integrated with Office 365.

Key Projects:

- **SharePoint Migration:** Migrated 50+ SharePoint sites from 2013/2016/2019 to SharePoint Online using ShareGate and PowerShell scripts. Conducted pre-migration assessments, developed migration plans, performed test migrations, and executed production cutover with minimal downtime.
- **Workflow Conversion:** Converted legacy SharePoint Designer workflows to Power Automate flows. Analyzed existing workflow logic, redesigned processes for cloud architecture, implemented approvals, notifications, and data operations in Power Automate.
- **Dataverse Implementation:** Built Dataverse environments for Finance Department including custom tables, relationships, business rules, and calculated fields. Developed model-driven apps for budget

tracking, purchase order management, and vendor invoice processing.

- **API Integration:** Integrated live FDOT camera feeds via REST APIs into SharePoint pages and Power Apps. Developed custom SPFx web parts displaying real-time traffic camera images with location mapping and automatic refresh capabilities.
 - **Accessibility Compliance:** Ensured Section 508 compliance for all solutions including keyboard navigation, screen reader compatibility, color contrast standards, and alternative text for images. Conducted accessibility audits and remediated issues.
 - **Custom Development:** Built SPFx web parts using TypeScript and React for custom business requirements. Developed responsive designs, implemented PnP libraries for SharePoint data access, and created reusable components.
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SharePoint/PowerApps Developer

South Florida Water Management District

November 2021 - May 2022 | West Palm Beach, Florida, United States

Transitioned legacy SharePoint systems and implemented Power Platform solutions for government agency. Led critical Nintex to Power Automate workflow migration projects.

Key Projects:

- **Legacy System Migration:** Migrated SharePoint 2013/2016 systems to SharePoint Online for environmental management and water resource departments. Analyzed 100+ sites, developed migration strategy, executed migrations, and validated data integrity.
- **Nintex to Power Automate Migration:** Led comprehensive migration of 25+ Nintex workflows to Power Automate, including complex approval chains, multi-stage routing, and conditional logic. Analyzed existing Nintex workflow designs, documented business rules, and recreated functionality using Power Automate cloud flows with enhanced error handling and modern connectors.
- **Leave Request Approval Workflow Migration:** Migrated enterprise-wide leave request approval system from Nintex to Power Automate. Redesigned multi-level approval process with dynamic manager lookup, automatic escalation rules, and integration with HR systems. Implemented approval notifications via email and Teams, absence calendar synchronization, and comprehensive audit logging. Reduced approval processing time by 40% through optimized workflow logic and parallel approval branches.
- **Power Platform Solutions:** Built Power Apps for permit applications, environmental inspection tracking, and water quality monitoring. Integrated applications with SharePoint document libraries, SQL databases, and external government APIs.

- **Power Automate Workflows:** Created automated workflows for permit approval processes, inspection scheduling, public records requests, and inter-departmental notifications. Implemented conditional logic, parallel approvals, and escalation procedures.
 - **Data Integration:** Integrated real-time water level sensors, weather stations, and environmental monitoring equipment data into Power BI dashboards. Developed IoT connectors and automated data refresh schedules.
 - **GIS Integration:** Integrated ESRI ArcGIS mapping with Power Apps for location-based permit tracking and environmental site management. Implemented map visualizations, geocoding, and spatial queries.
 - **Compliance & Security:** Ensured solutions met government data security and retention requirements. Implemented information management policies, DLP policies, and audit logging.
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SharePoint Analyst

ETS

June 2018 - June 2022 | United States

Supported SharePoint development and implemented security measures including Multi-Factor Authentication. Managed upgrade from SharePoint 2016 to 2019 while integrating Power Platform tools.

Key Responsibilities:

- **SharePoint Farm Management:** Administered SharePoint 2016/2019 on-premises farms including Central Administration, web applications, service applications, and content databases. Performed server patching, backup/restore operations, and capacity planning.
- **Security Implementation:** Implemented Multi-Factor Authentication using Azure MFA integration. Configured authentication providers, developed conditional access policies, and provided user training on MFA enrollment and usage.
- **SharePoint Upgrade Project:** Led upgrade from SharePoint 2016 to 2019 including pre-upgrade health checks, test environment validation, content database migrations, and post-upgrade verification. Coordinated with stakeholders to minimize business disruption.
- **Power Platform Integration:** Integrated Power Apps, Power Automate, and Power BI with on-premises SharePoint. Configured hybrid connectivity, implemented data gateways, and developed solutions leveraging both platforms.
- **Site Collection Administration:** Created and managed site collections, configured permissions and security groups, implemented retention policies, and monitored site storage and performance.

- **Custom Solutions:** Developed SharePoint Designer workflows, InfoPath forms, and custom pages using HTML/JavaScript/CSS. Built solutions for document management, list automation, and data collection.
 - **User Support:** Provided technical support to 500+ SharePoint users including troubleshooting access issues, training on site features, and resolving workflow problems.
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Manager Information Technology Support Services

ACG

June 2018 - July 2021 | United States

Led complex data migration projects and Power Platform implementations while managing IT support services. Collaborated with cross-functional teams to deliver data solutions and streamline business processes across the organization.

Key Responsibilities:

- **Data Migration Leadership:** Led complex data migration projects from legacy systems (Airtable, SharePoint, etc.) to Power Platform, ensuring seamless transitions and minimal business disruption. Developed migration strategies, executed pilot programs, and coordinated full production implementations.
- **Power BI Development:** Developed and managed dynamic Power BI dashboards and reports, delivering actionable insights using best practices in data visualization and analytics. Created executive-level dashboards for operational metrics, performance tracking, and business intelligence.
- **Process Automation:** Designed and implemented automated workflows using Power Automate, streamlining business processes and improving operational efficiency across departments. Built approval workflows, notification systems, and data synchronization processes.
- **Stakeholder Collaboration:** Collaborated with cross-functional teams and key stakeholders to gather requirements, translating business needs into effective data solutions and visualizations. Conducted requirement sessions and provided regular project updates.
- **Power Platform Support:** Provided technical and functional support for Power Platform solutions, ensuring optimal use of Power BI, Power Automate, and Power Apps across the organization. Troubleshot issues, optimized performance, and implemented best practices.
- **Training & Documentation:** Created comprehensive user documentation and delivered training sessions to employees, enhancing user adoption and maximizing the benefits of new systems. Developed training materials, user guides, and knowledge base articles.
- **Data Quality Management:** Maintained high data accuracy and quality in reporting and analytics by employing rigorous validation and monitoring techniques. Implemented data governance policies and

quality control procedures.

- **Performance Optimization:** Resolved Power Platform performance issues, improving system reliability and user experience by troubleshooting and optimizing workflows and dashboards. Monitored system health and implemented proactive maintenance.
 - **Government Sector Expertise:** Extensive experience in government and public sector projects, bringing in-depth knowledge of compliance and operational requirements for public sector solutions. Ensured adherence to regulatory standards and security protocols.
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O365 Lead Support Analyst

SAGE Co.

April 2017 - November 2017 | Lawrenceville, Georgia, United States

Managed O365 product support and migration administration. Led comprehensive enterprise migrations and SharePoint implementations with focus on governance and security. Executed critical Nintex to Power Automate workflow migrations.

Key Projects:

- **Google Workspace to Microsoft 365 Migration:** Led comprehensive enterprise migration for 1,000+ users from Google Workspace to Microsoft 365. Developed migration plan, executed pilot migrations, and coordinated full production cutover.
- **Data Conversion Projects:** Converted Google Sheets to Excel with complex formula translation and Power BI integration for enhanced analytics. Transferred Google Forms to Microsoft Forms with Power Automate workflows for automated data processing and notifications. Translated Google Apps Scripts to Power Automate flows and Power Apps for business process automation.
- **Nintex to Power Automate Migration:** Led strategic migration of 30+ Nintex workflows to Power Automate cloud flows across multiple departments. Analyzed complex Nintex workflow architectures including state machines, loops, and custom actions. Redesigned workflows leveraging Power Automate's modern connector ecosystem and expression language. Migrated document approval workflows, procurement processes, and HR onboarding systems with improved performance and maintainability.
- **Leave Request Approval Workflow Migration:** Converted Nintex-based leave management system to Power Automate. Rebuilt complex approval matrix with dynamic routing based on leave type, duration, and organizational hierarchy. Implemented manager delegation capabilities, automatic PTO balance calculations, and HR system integration. Created mobile-friendly approval experience using Adaptive Cards in Teams and Outlook. Reduced workflow execution time by 50% and eliminated Nintex licensing costs.

- **SharePoint Online & On-Premises Management:**

- Developed comprehensive Governance documentation for SharePoint Online establishing site provisioning policies, retention schedules, permission management standards, and lifecycle management procedures
- Executed complex migrations from SharePoint 2013 On-Premises environments to SharePoint Online using ShareGate, PowerShell, and custom migration scripts
- Advanced management of SharePoint 2013 On-Premises farms including Central Administration, service applications, content databases, and web applications
- Configured and managed sites, web parts, and custom templates tailored specifically for SharePoint Online modern experience
- Implemented granular document library and list configurations including content types, metadata columns, views, and versioning settings
- Established and managed access permissions at granular levels including site collection, site, list, library, folder, and item-level security
- Developed extensive PowerShell PnP scripts for administrative automation including bulk site provisioning, permission audits, content migration, and compliance reporting

- **Microsoft Teams Implementation:**

- Prepared comprehensive Governance documentation for Microsoft Teams defining team creation policies, naming conventions, guest access rules, and data retention policies
- Performed granular management of Microsoft Teams environments including team settings, channels, tabs, apps, and integrated services
- Consulted with business units on network share migration strategies and executed migrations from on-premises file shares to Teams and SharePoint Online
- Implemented automated provisioning workflows for Teams creation with approval processes and standardized configurations
- Configured Teams policies including messaging policies, meeting policies, app permission policies, and external access settings

- **SharePoint Implementation:** Designed and implemented SharePoint Online architecture including site hierarchy, hub sites, navigation, permissions structure, and document management solutions.

- **User Training:** Conducted 50+ training sessions for end users on Microsoft 365 applications including Outlook, Teams, SharePoint, OneDrive, and Power Platform tools.

- **Exchange Online Configuration:** Configured Exchange Online including mailbox provisioning, distribution groups, mail flow rules, and retention policies.

- **Support Operations:** Provided tier 2/3 support for Microsoft 365 issues including troubleshooting authentication, email delivery, SharePoint access, and application integration problems.
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EDI Support Specialist/SharePoint Business Analyst

Ebix Co.

2015 - 2017 | United States

Provided technical support for Electronic Data Interchange (EDI) systems in healthcare insurance industry while serving as SharePoint administrator and developer for enterprise collaboration solutions.

Key Responsibilities:

- **SharePoint Online & On-Premises Administration:**
 - Developed and maintained Governance documentation for SharePoint Online covering information architecture, security policies, retention schedules, and user provisioning workflows
 - Managed SharePoint 2013 On-Premises farm including Central Administration, service applications, and web applications
 - Executed migrations from SharePoint 2013 On-Premises to SharePoint Online using migration tools and custom PowerShell scripts
 - Configured and managed sites, web parts including Content Editor, Script Editor, and custom SPFx web parts
 - Created and deployed custom site templates tailored for SharePoint Online with pre-configured lists, libraries, pages, and navigation
 - Administered document libraries and lists with complex metadata schemas, content types, and automated workflows
 - Implemented granular access permissions including site collection admin, site owner, member, visitor roles, and custom permission levels with item-level and folder-level security
 - Developed extensive PowerShell PnP automation scripts for bulk user management, permission reporting, site provisioning, content migration, and administrative tasks
- **Business Analysis & Solutions:**
 - Analyzed business requirements for document management and collaboration needs
 - Developed SharePoint solutions for claims processing workflows and document approval processes
 - Built InfoPath forms integrated with SharePoint lists and document libraries
 - Created SharePoint Designer workflows for business process automation

- Translated technical specifications into user-friendly documentation and training materials
 - **EDI System Support:**
 - Provided technical support for Electronic Data Interchange systems processing healthcare insurance transactions
 - Troubleshoot EDI transmission failures and data mapping issues
 - Monitored transaction processing and resolved integration issues between trading partners
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Production Support Engineer

Master.com

2014 - 2015 | United States

Monitored and maintained production web applications and databases while managing SharePoint infrastructure and performing complex system migrations.

Key Responsibilities:

- **SharePoint Online & On-Premises Management:**
 - Developed Governance documentation for SharePoint Online establishing site lifecycle policies, security standards, and content management guidelines
 - Administered SharePoint 2013 On-Premises environment including server patching, backup/restore operations, and performance monitoring
 - Executed migrations from SharePoint 2013 On-Premises to SharePoint Online for 20+ site collections using ShareGate and custom PowerShell migration scripts
 - Managed sites and configured web parts including list views, document libraries, search refiners, and custom components
 - Created custom site templates for SharePoint Online with standardized branding, navigation, lists, and libraries
 - Configured document libraries with metadata, content types, workflows, and versioning settings
 - Administered granular access permissions including site collection administrators, site owners, custom permission levels, and item-level security
 - Developed PowerShell PnP scripts for administrative automation including user provisioning, permission audits, bulk content operations, and reporting
- **Production Support:**
 - Monitored and maintained production web applications ensuring 99.9% uptime

- Performed incident management, root cause analysis, and problem resolution for application issues
 - Developed SQL scripts and stored procedures for data maintenance, troubleshooting, and reporting
 - Collaborated with development teams to resolve application defects and performance issues
 - Created and maintained technical documentation for support procedures and system configurations
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Integration Engineer | Microsoft Dynamics 365 Specialist

YMAX Corp.

2013 - 2014 | United States

Talented Integration Engineer with expertise in Microsoft Dynamics 365 and Power Platform technologies. Responsible for designing, developing, and maintaining integration solutions connecting Dynamics 365, Power Platform, and enterprise systems. Collaborated closely with solution architects, business analysts, and technical teams to deliver secure, scalable, and high-performing integrations supporting business objectives.

Key Responsibilities:

- **Integration Solution Design:** Analyzed integration requirements and designed robust integration architectures for Microsoft Dynamics 365 Customer Service and Power Platform environments. Created technical architecture documents defining data flow, authentication mechanisms, error handling strategies, and system dependencies.
- **Integration Development:** Developed, configured, and deployed integrations using Azure Logic Apps, Power Automate, Azure Service Bus, and custom connectors. Built complex workflows for real-time and batch data synchronization between Dynamics 365 and third-party systems including ERP, telephony platforms, and legacy databases.
- **API Management:** Developed and managed RESTful APIs, OData endpoints, and web services enabling seamless data exchange between systems. Implemented custom Web APIs using C# and .NET for complex business logic not achievable through standard Dynamics 365 capabilities. Created and maintained API documentation for internal and external consumers.
- **Monitoring & Troubleshooting:** Implemented monitoring solutions using Application Insights and Azure Monitor to track integration performance and health. Diagnosed integration issues through log analysis, debugging, and systematic root cause investigation. Resolved errors promptly ensuring 99.5% system reliability and performance.
- **Requirements Analysis:** Worked with business analysts, solution architects, and stakeholders to gather integration requirements, address technical concerns, and ensure alignment with business objectives. Facilitated requirements workshops and translated business needs into technical specifications.

- **Documentation & Reporting:** Documented integration designs, configurations, and workflows in detailed technical specifications. Provided regular status updates, progress reports, and comprehensive technical documentation to stakeholders including integration architecture diagrams, data mapping documents, and runbooks.
- **Security & Compliance:** Ensured integrations adhered to organizational security policies, data privacy standards, and compliance requirements. Implemented OAuth 2.0 authentication, certificate-based security, and encrypted data transmission. Conducted security reviews and vulnerability assessments.
- **Best Practices & Continuous Improvement:** Promoted integration best practices including error handling patterns, retry logic, idempotent operations, and monitoring strategies. Evaluated new Azure services and integration tools. Contributed to continuous improvement initiatives reducing integration failure rates by 40%.

Technical Achievements:

- Developed 15+ Dynamics 365 integrations with telephony systems, ERP platforms, and legacy databases
 - Implemented real-time call activity tracking integrated with Dynamics 365 Customer Service cases
 - Built custom JavaScript and C# plugins for advanced Dynamics 365 business logic
 - Proficient in Dynamics 365 APIs, Web APIs, Organization Service, and Dataverse
 - Experience with Azure Functions, Logic Apps, and Service Bus for enterprise integration patterns
 - Utilized DevOps practices including Git source control and automated deployment pipelines
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Integration Engineer | Web Developer

JABB Networks Inc.

2012 - 2013 | *United States*

Served as Integration Engineer specializing in Microsoft Dynamics 365 and enterprise system integrations while developing customer-facing web applications. Designed and implemented integration solutions connecting Dynamics 365 with external platforms, ensuring seamless data flow and system interoperability.

Key Responsibilities:

- **Integration Solution Design:** Analyzed business requirements and designed integration architectures connecting Microsoft Dynamics 365 with e-commerce platforms, payment gateways, and third-party web services. Created data flow diagrams, integration specifications, and technical design documents.
- **Integration Development:** Developed integrations using Power Automate, custom APIs, and middleware solutions. Built data synchronization workflows between Dynamics 365 and web applications ensuring

real-time inventory updates, order processing, and customer data consistency.

- **API Management:** Developed RESTful APIs and web services facilitating data exchange between Dynamics 365 and web applications. Implemented secure API endpoints with proper authentication mechanisms including API keys and OAuth protocols. Managed API versioning and backward compatibility.
- **Web Development:** Developed responsive websites using HTML5, CSS3, JavaScript, and jQuery. Built content management solutions using WordPress and custom CMS platforms with Dynamics 365 integration for lead capture and customer data management. Implemented e-commerce functionality with payment gateway integrations synchronized with Dynamics 365 for order management.
- **Monitoring & Troubleshooting:** Implemented logging and monitoring for integration processes. Diagnosed and resolved integration failures, data synchronization issues, and API connectivity problems. Maintained integration health dashboards tracking successful transactions and error rates.
- **Requirements Analysis:** Collaborated with clients and stakeholders to understand business needs, gather integration requirements, and propose technical solutions. Conducted discovery sessions and documented functional and technical requirements.
- **Documentation & Reporting:** Created comprehensive technical documentation including API documentation, integration guides, and deployment procedures. Provided regular project status updates to stakeholders and maintained knowledge base articles for support teams.
- **Security & Compliance:** Ensured integrations followed security best practices including encrypted data transmission, secure credential storage, and input validation. Implemented compliance measures for PCI-DSS requirements in payment processing integrations.

Technical Achievements:

- Integrated 10+ e-commerce websites with Dynamics 365 for automated order processing
- Developed custom Dynamics 365 plugins using C# for complex business rules
- Built Power Automate flows for lead distribution and opportunity management
- Experience with Dynamics 365 Customer Service module customization and configuration
- Proficient in JavaScript client-side scripting for Dynamics 365 forms and ribbon customization

Integration Engineer | SharePoint Business Analyst

Teleperformance

2011 - 2012 | United States

Integration Engineer and Business Analyst specializing in Microsoft Dynamics 365, SharePoint, and enterprise collaboration platforms for global call center operations. Designed and implemented integration solutions connecting Dynamics 365 Customer Service with telephony systems, knowledge management platforms, and workforce management tools.

Key Responsibilities:

- **Integration Solution Design:** Analyzed integration requirements for connecting Microsoft Dynamics 365 Customer Service with call center technologies including Avaya telephony systems, workforce management platforms, and quality monitoring tools. Designed integration architectures enabling screen pops, automatic call logging, and agent productivity tracking.
- **Integration Development:** Developed integrations using Dynamics 365 APIs, web services, and middleware solutions. Built real-time integrations capturing call data (caller ID, duration, disposition) and automatically creating Dynamics 365 cases. Configured Power Automate flows for escalation workflows and supervisor notifications.
- **API Management:** Developed custom Web APIs and OData services exposing Dynamics 365 data to call center applications. Implemented RESTful endpoints for real-time agent status updates, queue management, and customer information retrieval. Managed API security using service principals and application users.
- **Requirements Analysis:** Worked with call center managers, business analysts, and IT stakeholders to gather integration requirements. Conducted process analysis identifying automation opportunities reducing average handle time and improving first-call resolution rates. Translated business needs into technical specifications.
- **Monitoring & Troubleshooting:** Implemented Application Insights monitoring for Dynamics 365 integrations tracking API call volumes, response times, and error rates. Diagnosed integration failures including authentication issues, timeout errors, and data validation problems. Maintained 99% integration uptime through proactive monitoring and rapid issue resolution.
- **SharePoint Solutions:** Analyzed business processes and recommended SharePoint solutions for knowledge management and collaboration. Developed SharePoint sites, lists, libraries, and workflows integrated with Dynamics 365 for document management. Built custom InfoPath forms capturing customer feedback synchronized with Dynamics 365 cases.
- **Documentation & Reporting:** Created comprehensive documentation including integration architecture diagrams, API specifications, data mapping documents, and user guides. Provided regular reporting to management on integration performance metrics, system availability, and business impact.
- **Security & Compliance:** Ensured integrations adhered to call center security policies and data privacy regulations. Implemented role-based access controls, audit logging, and data encryption. Conducted security reviews ensuring compliance with PCI-DSS requirements for payment card handling.

- **Best Practices & Continuous Improvement:** Promoted integration best practices including error handling patterns, retry mechanisms, and logging standards. Evaluated new Dynamics 365 features and Azure services enhancing integration capabilities. Contributed to continuous improvement initiatives reducing call handling time by 25% through improved system integration.

Technical Achievements:

- Integrated Dynamics 365 with Avaya telephony system enabling automatic case creation from inbound calls
 - Developed JavaScript customizations for Dynamics 365 forms providing agents with contextual customer information
 - Built Power Automate flows for automated case routing based on skill-based routing algorithms
 - Proficient in Dynamics 365 Customer Service configuration including queues, routing rules, and service level agreements
 - Experience with Microsoft Dataverse relationships, business rules, and calculated fields
 - Collaborated with stakeholders optimizing CRM workflows enhancing service delivery and customer satisfaction
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Integration Engineer | System Engineer

GXS

2010 - 2011 | United States

Integration Engineer specializing in Microsoft Dynamics 365, B2B integration platforms, and enterprise system connectivity. Designed and implemented integration solutions connecting Dynamics 365 with EDI systems, ERP platforms, and external trading partner networks for electronic document exchange.

Key Responsibilities:

- **Integration Solution Design:** Analyzed integration requirements for connecting Microsoft Dynamics 365 with B2B integration platforms processing EDI transactions (850 Purchase Orders, 810 Invoices, 856 Advanced Ship Notices). Designed integration architectures enabling