**MANICHAITANYA REDDY**

**Senior Power Platform Developer**

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**Professional Summary:**

* Seasoned Microsoft professional with 6+ years of extensive experience in developing, deploying, and supporting enterprise-level solutions on **Microsoft Power Platform and SharePoint.**
* Proficient in full-stack development of **Power Apps, including canvas apps, model-driven apps, portals, and chatbots, leveraging Power Automate for seamless backend data integration from Common Data Service (CDS), SQL, SharePoint, Excel, and DocuSign.**
* Skilled in designing end-to-end automation workflows using **Power Automate** to optimize processes and boost productivity across departments, employing cloud flows, desktop flows, UI flows, and business process flows.
* Expert user of Microsoft Power Platform Center of Excellence starter kit, adept at building enterprise-grade governance, **ALM**, and DevOps processes to ensure robust solution management and scalability.
* Demonstrated expertise in integrating data across platforms such as **SharePoint, SQL databases, Dynamics 365,** and other line-of-business systems into **Dataverse** and Power Apps.
* Proven track record in creating powerful chatbots with **Power Virtual Agents**, implementing omni-channel routing, and integrating with contact centers for seamless bot-agent hand-off.
* proficient in using DAX for data analysis and visualization, with experience creating interactive Power BI dashboards and reports that offer thorough insights into corporate metrics.
* Strong background in building SharePoint sites, pages, lists, custom web parts, and workflows using modern web technologies and frameworks such as **SPFx and REST APIs**.
* Experience with bespoke application development, **Dynamics 365** plugin configuration, custom logic implementation, and automation, as well as Microsoft **dynamic CRM** data integration towards data import/export using **SSIS** and custom workflows.
* Proficient in designing, developing, and implementing web-based applications **in C#, .NET, Web Services, AJAX, HTML, XML, CSS, JavaScript, JSON, and jQuery.**
* **Utilizing JavaScript, jQuery, HTML5, CSS3, and other scripts, responsive user interfaces (UIs) were created in PowerApps to optimize apps for a variety of device form factors.**
* Well-versed in integrating Microsoft 365 services like MS Teams with Power Apps and Power Automate, identifying reusable components, and deploying and managing solutions on **Azure** cloud infrastructure.
* Power Platform solutions that are securely developed, deployed, and managed using Azure infrastructure, including SQL, Functions, and DevOps
* Collaborated in cross-functional teams, analyzing project requirements to ensure a clear understanding of objectives. Played a key role in designing and developing front-end and back-end components for web applications.
* In-depth understanding of the **Software Development Life Cycle (SDLC)** with strong technical skills in platforms like SharePoint Online, Active Directory, and Project Servers.
* Proficient in designing complex reports using **SQL Server Reporting Services (SSRS)** and utilizing SQL Server reporting services versions for generating reports.
* Experienced in implementing robust security measures using Microsoft Dataverse security roles, Azure Identity Services, and Access Management (**IAM**), ensuring comprehensive data protection and access control.
* Extremely skilled with Azure, using its features to build scalable applications and integrate bespoke APIs with ease. Establish end-to-end **CI/CD pipelines** with proficiency, guaranteeing quick code delivery and allowing automated testing to maximize development efficiency.
* By organizing workflows, managing work in progress, facilitating daily stand-up meetings, and encouraging open communication within cross-functional teams utilizing **Agile methodologies**—specifically, **Kanban**—effective project management and iterative development cycles are achieved.
* Proactively improved project efficiency through continuous integration and delivery. Actively participated in automating builds and deployments using **Azure DevOps**, Jenkins, and Docker, showcasing commitment to modern development practices
* Adept at integrating disparate data sources into unified Power Platform solutions, leveraging tools such as **Power Query, SSIS**, and **Dataverse** to ensure comprehensive data analysis and accurate reporting.
* Skilled in custom development using **Power Apps** and **Azure services**, including creating bespoke solutions with Azure Functions, Logic Apps, and integrating with third-party APIs to address unique business needs and enhance functionality.
* Dedicated to delivering high-quality user experiences by employing **UX/UI** best practices in app design and development, conducting user research, and incorporating feedback to create intuitive, user-friendly applications.

**Technical Skills:**

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| --- | --- |
| Programming Languages  | C#, ASP.Net, VB.Net, Power FX. |
| SharePoint  | SharePoint Online, 2016, 2013,2010, Office 365, One Drive, Graph API, MS Teams. |
| Power Platform | PowerApps, Power Automate, Canvas, Power Pages, Dynamics 365 CRM, Model Driven, Data Flows, COE tool kit, Power Bi, Power Virtual Agents, Power Pages |
| Migration Tools | Metalogix, AvePoint, Sharegate, SPMT |
| Data and Reporting  | SQL, SSIS-ETL, Dataverse, Power Query |
| Cloud Technologies | Microsoft Azure, Azure VM, Azure SQL, Power Shell, Azure service bus, Azure SQL, Azure Cosmos DB, Azure Devops, Azure AD |
| Web Technologies  | jQuery, JavaScript, HTML, CSS, XML, XSLT. |
| Databases | SQL Server, Oracle, Mongo DB, PostgreSQL |
| Software Methodologies  | Agile, Scrum. |

**Professional Experience:**

**Client**: **Pacific Gas and Electric (PG&E)**

**APRIL 2024 - CURRENT**

**Role: Senior Power BI/Power Platform Developer**

**Responsibilities:**

* Designed and developed interactive **Power BI** dashboards to visualize call center KPIs, agent performance, and daily call volumes for executive reporting.
* Used **Power Query** and **DAX** to transform and model large datasets from SQL Server and Dataverse, enabling optimized reporting and data insights.
* Developed and published visually compelling, performance-optimized Power BI reports and datasets to Power BI Service using **star schema** principles, ensuring efficient **data refresh schedules** and secure access configurations.
* Manage and monitor Power BI workspace permissions, app deployments, and **row-level security (RLS)** configurations.
* Performed audit and usage analysis using Power BI Activity Log and Admin APIs to monitor user adoption, report usage patterns, and ensure compliance with organizational **data governance policies** created dashboards to provide actionable insights for administrators.
* Implemented role-based security in **Model-Driven Apps** using **OAuth 2.0** authentication to ensure that call data, dashboards, and sensitive KPIs were only accessible to authorized supervisors, agents, and managers, maintaining strict data confidentiality and compliance.
* Built **Canvas Apps** to allow agents to log call data, categorize customer issues, and retrieve reference materials directly from SharePoint.
* **Integrated Power Automate Desktop with SAP ERP** to automate repetitive tasks such as purchase order creation, invoice posting, and master data updates—enhancing operational efficiency and reducing human errors.
* Implemented **Role-Based Security (RLS) in Power Apps** using Microsoft Entra ID and Dataverse security roles to control user access and protect sensitive data
* Utilized **Power Automate** to automate daily workflows for data synchronization, email notifications, and issue escalation between call center agents, QA teams, and supervisors, improving operational efficiency and response times.
* Integrated **SharePoint** lists and document libraries with Power Apps to manage call center reference data, training guides, and agent SOPs.
* Configured secure access to Power Apps by implementing role-based permissions in Dataverse and SharePoint Lists, leveraging **Microsoft Entra ID** and enforcing **Multi-Factor Authentication (MFA**).
* Leveraged **Microsoft Copilot Studio** and **Azure OpenAI** to enhance Power Apps with AI-driven capabilities, including a conversational chatbot for assisting call center agents and intelligent features like call log summarization and escalation prediction based on customer sentiment.
* Enhanced Power Platform solutions by integrating with **Dynamics 365** to strengthen customer relationship management and maintain consistent data across systems. Utilized **HTML, JavaScript**, and custom connectors to build dynamic UI elements and facilitate seamless data exchange between apps and **Dynamics CRM.**
* Used **custom connectors** with **JavaScript-based APIs** to bring in third-party customer support data into Power Platform apps.
* Modeled **Dataverse** tables and relationships to manage entities like Calls, Agents, Customers, and Issues for streamlined reporting and workflow.
* Designed and developed **PCF components** using the **.NET** Framework to enrich the UI of Model-Driven Apps, enabling advanced visualizations and interactive performance metric displays that improved user engagement and decision-making.
* Write efficient **SQL queries** to extract, transform, and load **(ETL**) data from various relational databases to support Power BI reports and dashboards.
* Established **CI/CD** pipelines using **Azure DevOps** to automate deployment and testing of Power BI dashboards and Model-Driven Apps that reported on call center KPIs, accelerating delivery timelines and improving solution reliability.
* Adopted **Agile methodologies** to manage tasks related to call center analytics and reporting, streamlining backlog grooming, sprint planning, and daily stand-ups to ensure efficient delivery of actionable insights.

**Client**: **General Motors**

**NOVEMBER 2022 –MARCH 2024**

**Role: Senior PowerApps/Power Platform Developer**

**Responsibilities:**

* Engineered a durable Maintenance Request System utilizing **Power Apps**, developing the **submission and tracking of equipment maintenance requests**.
* Connect Canvas Apps to diverse data sources including SharePoint, SQL Server, Dynamics 365, and custom APIs using connectors. Enabled real-time data retrieval and updates.
* Incorporated a client-focused methodology into the architectural planning and development of **Model-Driven** Applications in the Maintenance Request System, delivering an organized and information-focused perspective on customers digital transformation experiences.
* Built Entity connections, forms, and views were precisely configured to provide the best possible data presentation, a better user experience, and a higher level of operational efficiency.
* Developed a user-friendly **canvas app** within the Maintenance Request System using Power Apps, facilitating seamless submission and tracking of equipment maintenance requests. Incorporated client feedback to tailor the app's interface for enhanced usability, resulting in improved efficiency and satisfaction among users 65%.
* Using **Power Automate**, I carried out automated procedures that improved operational efficiency by about 55% and improved the processing of maintenance requests.
* Designed and implemented an end-to-end intelligent document processing solution using ABBYY Flex Capture for **OCR**-based data extraction, integrated with **Power Automate Desktop (PAD**) and **SAP ERP** to automate invoice capture, validation, and posting—reducing manual effort by over 70% and significantly improving processing accuracy and turnaround time.
* **Developed RPA workflows that connected ABBYY Flex Capture OCR outputs to SAP modules** (FI/MM), enabling automatic data population, validation, and real-time transaction processing across finance and procurement teams.
* Completed **SharePoint integration**, which expedites document collaboration in the Maintenance Request System and results in 40% faster storage and retrieval of maintenance-related documentation.
* Led the process in an efficient **SharePoint migration** with **Sharegate**, guaranteeing an uninterrupted transfer of important data and information. Also, handled the development of custom connectors and APIs, delivering an accurate and safe integration structure.
* Employed complex **HTML5** and **CSS3** front-end development approaches to produce user interfaces that are both visually attractive and responsive.
* Incorporated AI Builder components such as form processing and prediction models to enhance app functionality and provide intelligent data insights.
* Utilized **Power BI** and **DAX** for advanced data processing, **Power FX** for complex formulas in Power Apps, and SSRS for custom report generation. Employed SSIS for efficient ETL processes.
* Analysed the way **Power Virtual Agents** could be integrated into various platforms, extending chatbot support to Microsoft Teams, websites, and mobile apps.
* The implementation of Microsoft **Dynamics CRM**, improved customer relationship management along with unique solutions. handled the creation of features, utilizing **JavaScript** and C# to link together unique entities, processes, and plugins.
* Implemented Azure Service Bus for reliable messaging and integration, utilizing queues and topics to decouple components and ensure scalable, secure communication.
* Utilized the Power Platform Center of Excellence starter kit to implement governance, application lifecycle management (ALM), and DevOps practices for Model-Driven Apps.
* Made use of **Azure DevOps** for comprehensive application lifecycle administration. For better software quality and deployment efficiency, continuous integration was used, build and release techniques were automated, and **CI/CD** pipelines were organized.
* Implemented **Agile** **methods**, especially Kanban, to efficiently manage tasks and iterations. worked together with the IT and business teams to guarantee openness, adaptability, and ongoing project improvement.

**Client: Eire Insurance, Eire, PA**

**May 2021 – July 2022**

**Role: Power Platform Developer**

**Responsibilities:**

* Designed and developed a robust Agent Performance Dashboard using **Power Apps**. This dashboard serves as a centralized platform for **tracking and analyzing key performance metrics** relevant to insurance agents.
* Implemented interactive visualizations and data-driven components within the Power App. These features provide agents with real-time insights into their performance, enabling them to make informed decisions and adjustments as needed.
* Developed a dynamic and interactive Agent Performance Dashboard using **Canvas Apps**, featuring real-time data visualizations and analytics. Integrated with backend CRM systems, the app provided agents with actionable insights on sales targets and customer satisfaction, enhancing decision-making and performance tracking.
* Designed a **Model-Driven App** to streamline data management and business processes. Customized entities, forms, and views to facilitate seamless data entry and retrieval, leveraging business process flows and role-based security to ensure efficient workflow and data governance
* Integrated the Power App seamlessly with backend data sources such as **CRM** systems or databases. This integration ensures the retrieval and display of relevant performance data, enhancing the dashboard's effectiveness and utility.
* Implemented complex calculations and logic using Power Apps formulas and **AI Builder**. Generated key performance metrics like sales targets and customer satisfaction ratings, leveraging AI for predictive insights to help agents track progress accurately.
* Designed and implemented a secure, data-driven web portal using **Power Pages**, providing external users with access to relevant information and services. Integrated the portal with **Dataverse** for seamless data management and leveraged custom web templates and styling to ensure a consistent and user-friendly experience.
* Leveraged **Power FX** to create complex formulas and logic within Power Apps, enabling dynamic data manipulation and interactive user experiences.
* Collaborated closely with **UX/UI** designers to create a visually appealing and intuitive user interface for the dashboard. Incorporated branding elements and adhered to design best practices to optimize user experience and engagement.
* Created a clever renewal reminder by evaluating client usage trends and behaviour from **OLTP** databases using **Power Automate** and **T-SQL**. As a result, notices of policy renewals were sent out on time and with context.
* Invented sentiment scorecards using **Power BI** and **DAX,** providing a summarized view of customer sentiment over time. This enabled stakeholders to gauge overall satisfaction, with **Azure** services ensuring efficient data processing.
* introduced chatbot-driven communication workflows into **Power Automate** and **Power Virtual Agent** to provide clients with tailored advice, suggestions, and support based on their queries and actions.
* Developed, tested, and deployed Power Platform solutions more effectively by putting in place **CI/CD pipelines**. This made sure that the deployment procedure was automated and efficient.
* Improved supplier relationship management through **Dataverse** integration and **Dynamics CRM** optimization. This made guaranteed that data flowed smoothly, which made decision-making and consumer interactions more effective.
* Adhered to **Agile** **methodologies**, actively participating in sprint planning and contributing to cross-functional collaboration. Embraced **Kanban** principles for continuous improvement throughout the development lifecycle.

**Client: Vertex Pharmaceuticals**

**August 2020 – May 2021**

**Role: Power Platform Developer**

**Responsibilities:**

* Developed and deployed both **Model-Driven** and **Canvas Power Apps** to streamline various processes within clinical trials, including participant onboarding, management, and field data collection for site visits. Leveraged Dataverse for centralized data management, ensuring operational efficiency and comprehensive tracking of participant information, medical histories, and trial progress.
* Utilized AI within **Power Apps** to automatically extract and categorize data from trial documents, streamlining the process of medical data input and regulatory document management.
* Developed **SharePoint sites** and libraries to store and manage trial documentation and data securely, customizing SharePoint Online with **SPFx and REST A**PIs to create user-friendly content aggregation portals for trial managers and coordinators.
* connected **Dynamics 365** Sales and Customer Service modules with Power Platform enrolment solutions to facilitate smooth **CRM operations**.
* Automated document and approval workflows using **Power Automate**, creating custom connectors to integrate clinical trial management systems with Power Platform components, facilitating real-time data flows and decision-making.
* Created and integrated **chatbots** with **Power Virtual Agents** to support users in clinical trials, improving interaction and guidance.
* Using data flows for app consumption, integrated data from multiple sources, including SharePoint, SCADA, billing, and asset management, into **Dataverse.**
* Utilized Power Query to transform and load medical and operational data into **Power BI** datasets, creating comprehensive reports and analytics on trial progress, participant health outcomes, and operational efficiency. Additionally, leveraged **DAX (Data Analysis Expression**s) to enhance the reports with calculated columns, measures, and advanced analytics, providing deeper insights into the data and enabling better decision-making processes.
* Implemented **CI/CD pipelines** for efficient **Power Platform** solutions development, **testing,** and **deployment**. This ensured a streamlined and **automated deployment process.**
* Using **Power Platform** analytics and custom solutions, we integrated Power Platform solutions with **Dynamics 365** to combine patient/CRM data, use business logic capabilities, and drive efficiencies in patient experiences, clinician productivity, and healthcare operations. created unique **C#** and.**NET** Framework plugins and workflow tasks for **Dynamics 365** Healthcare accelerators.
* Monitored and optimized app performance, implementing security measures and compliance with healthcare standards, and maintained detailed documentation for ongoing training and reference.
* Utilized **Dataverse** and **Azure services** for efficient data consolidation and management, ensuring seamless integration and accessibility across sources.
* Collaborated with cross-functional teams, including BI analysts, data managers, and IT support, to ensure integrated solutions and continuous improvement through **agile methodologies** and **Azure DevOps**.

**Environment:** Microsoft Office SharePoint Server 2007, Microsoft Office SharePoint Designer 2007, SQL Server 2005, Windows Server 2003, IIS 6.0. SharePoint Server 2010, SharePoint Designer 2010, Visual Studio2008, C# .Net, MS-InfoPath 2010, Windows server 2008, SQL SERVER 2008, SSRS, WPF, CSS, HTML, AJAX, MS Outlook 2007, JavaScript.

**Client: Accenture**

**April 2019 - July 2020**

**Role: SharePoint/Power BI Developer**

**Responsibilities:**

* Collaborated with marketing teams to design **Power BI** reports and dashboards tracking campaign performance, email marketing analytics, and multichannel attribution, leveraging Data & Insights services.
* Created SSRS reports and data visualizations supporting Brand & Creative services, offering insights into brand asset performance and usage.
* Designed and implemented custom **Canvas Apps** to enhance marketing campaign management, integrating with multiple data sources to provide interactive and user-friendly interfaces for real-time campaign tracking and analysis.
* Developed a **Model-Driven App** to streamline inventory management and reporting processes, customizing entities, forms, and views to facilitate efficient data entry and retrieval, improving overall operational efficiency and accuracy.
* Conducted performance tuning and optimization of **Power BI** reports and dashboards, including data model refinement and **query optimization**, to improve load times and ensure responsive user experiences.
* Configured automated data refresh schedules in **Power BI** to ensure reports and dashboards are updated with the latest information, minimizing manual intervention and maintaining data accuracy.
* Developed **Power BI** dashboards providing clients visibility into print production for Marketing Collateral, Statements, and Notices as part of their Print services.
* Implemented **SSRS** reports and reporting integration for Veritas' Fulfillment, Sourcing & Inventory services to optimize supply chain operations and inventory management.
* Maintained and supported existing Power BI and SSRS solutions, ensuring adherence to best practices in data modeling, visualization design, and performance optimization.
* Conducted training sessions for end users on interpreting and utilizing Power BI and SSRS reports and dashboards.
* Integrated Dataverse data into Power BI datasets, building reports on top of Dataverse entities used by Dynamics CRM.
* Integrated **SharePoint** into the portal architecture, establishing a collaborative environment for document management and communication.
* Designed interactive Tableau dashboards and migrated key reports to **Power BI**, following best practices for data modeling and **DAX** calculations.
* Implemented continuous integration and continuous delivery (**CI/CD)** workflows within **Azure DevOps** to automate testing, validation, and deployment of Power BI reports and **SSIS** packages, enhancing release cycles and quality.

**Environment:** SQL Server, SSRS, Visual Studio, Power BI and PowerApps, Azure services, Team Foundation Server, SQL, MS Excel, Agile Methodology.