

CALEB GONZALEZ

Power Platform

Functional Consultant

 Kansas City | MO | United States

 Cjgonzalez0202@outlook.com

ABOUT ME

As a dedicated Power Platform Consultant, I am fueled by a passion for leveraging technology to drive business success. With a foundation in cable systems and mobile technology expertise, I bring a unique blend of technical acumen and customer-focused solutions. My background in troubleshooting, installations, and collaborative teamwork equips me to navigate complex challenges in the dynamic world of the Power Platform. Committed to harnessing innovation, I am poised to deliver transformative solutions that empower organizations to thrive in the digital landscape.

EXPERIENCE

Functional Consultant | Power Platform

Power Learn Academy

- Provide Dynamics CE implementations, customizations, and support
- Meet with customers to understand requirements and create functional and technical requirements documentation
- Create and customize Power Platform apps and build workflows to facilitate the automation of core business process
- Create custom entities, attributes, forms and views for solving business needs related to sales and customer service environment
- Provide end user support of Dynamics 365 and Azure infrastructure and security systems including Azure Active Directory, Azure Virtual Machines, and Microsoft Office 365 Communication Platforms.
- Configured Dynamics Project Operations including WBS within projects and applicable roles and resources.
- Developed custom cross platform Canvas app and Model driven apps used for Project and Service management.
- Develop custom workflow and Power Automation functionality for product catalogue, order management, inventory management
- Meet with business and key stakeholders to discuss reporting and KPI requirements. Configured Dataverse models and visualizations in Power BI for custom analytics.
- Create detailed documentation for business requirements and development of user stories to facilitate development with team
- Work with development team to perform user acceptance testing and configure ALM processes for solution deployment across systems.

COMPETENCY

- D365 Model Apps/CRM Configuration
- D365 Project & Field Services
- Power Automate Flows
- Customer Service
- System Design and Documentation
- Functional and Project Management-based roles
- HTML/Jscript Web Resources
- C#.Net Plugins
- Power BI
- Power Portals

SKILL

- Communication
- Organization
- Flexibility
- Assertiveness
- Questioning and Probing
- Self-Direction
- Time Management
- Promotion/Sales

EDUCATION

Power Learn Academy Certificate

Power Learn Academy | In Progress

Microsoft Power Platform

Functional Consultant Certificate

Microsoft | In Progress

Microsoft Catalyst Accredited



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EXPERIENCE

Cable Technician | Google Nest Specialist

Blue Sky Satellite

- Installed and maintained cable systems for residential and commercial clients, ensuring optimal signal quality and customer satisfaction.
- Elevated customer engagement by effectively promoting and selling Google Nest products, showcasing the benefits of smart home integration.
- Conducted training sessions for customers on the features and functionalities of Google Nest products, empowering them to maximize their smart home experience.
- Utilized organizational and time management skills to efficiently complete installations and repairs within scheduled timeframes.
- Maintained accurate documentation of service calls, installations, and customer interactions to ensure a seamless workflow and effective follow-up.

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EXPERIENCE

uBreakiFix | Electronic Device Specialist

Asurion Technologies

- Repaired and serviced a multitude of electronic devices, including smartphones, tablets, computers, and gaming consoles, ensuring the highest standard of workmanship
- Delivered exemplary customer service by addressing client concerns, explaining repair processes, and offering guidance on device maintenance and optimization.
- Maintained a comprehensive understanding of the latest technological advancements and product updates to stay at the forefront of electronic device repair.
- Participated in continuous training programs to stay updated on new devices and repair techniques, ensuring expertise in the latest electronic technologies.
- Demonstrated strong organizational skills by managing repair orders, inventory, and customer communications efficiently.

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EXPERIENCE

Geek Squad | Technology Solutions Specialist

Best Buy

- Played a pivotal role in diagnosing and resolving hardware and software issues for various devices, including computers, laptops, printers, home theater systems, and smart home devices.
- Delivered top-tier customer service by effectively communicating technical concepts to clients, addressing concerns, and providing personalized technology solutions.
- Conducted in-depth consultations with customers to understand their technology needs, recommending and implementing tailored solutions to enhance their overall experience.
- Successfully performed installations, setups, and configurations of complex systems, ensuring seamless integration and optimal performance for customers.

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