

Tierra Williams

Power Platform **Functional Consultant**

 Kansas City | MO | United States

 powerlearn.academy

ABOUT ME

As a Power Platform Functional Consultant, I help clients accomplish strategic initiatives by providing automated solutions using Dynamics 365, Power Apps, Power Automate, Power BI and other Microsoft applications. Through my experience in Power Learn Academy, I've learned many things from what to look for to accommodate company's to help streamline their goals.

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 Sales Implementation
- D365 Project & Field Services
- Ticket Management & IT Support
- 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
- Attention to Detail
- Visual Design
- Collaborative
- Diligent Worker
- Client Facing
- Teacher
- Creative
- Writer

EDUCATION

Power Learn Academy Certificate

Power Learn Academy | In Progress

Microsoft Power Platform Functional MSFT Catalyst

Microsoft

Microsoft Power Platform Functional Consultant Certificate


Microsoft | In Progress



Tierra Williams

Power Platform **Functional Developer**

 Kansas City | MO | United States

 dynamicconsultantsgroup.com

EXPERIENCE

Customer Service Specialist

USBank

- Demonstrated proficiency in handling various types of credit accounts, ensuring compliance with industry regulations.
- Managed a diverse portfolio of credit accounts, overseeing both individual and business clients.
- Completed comprehensive training in fraud detection, prevention, and resolution.
- Provided exemplary customer support for online banking and credit card services.

Kitchen Chef and Operations Over Seer

Panda Express

- Directed day-to-day operations, optimizing workflow and task delegation.
- Enforced kitchen safety standards and supervised food preparation processes.
- Managed inventory levels and coordinated truck orders for optimal stock maintenance.
- Conducted training sessions for kitchen and front counter staff, emphasizing performance and customer service.
- Led the interviewing process, assessing skills and cultural fit.
- Managed the onboarding process for new hires, ensuring a seamless integration.
- Pioneered diversity as the first and only female chief in the region.

COMPETENCY

- D365 Model Apps/CRM Configuration
- D365 Sales Implementation
- D365 Project & Field Services
- Ticket Management & IT Support
- 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
- Attention to Detail
- Visual Design
- Collaborative
- Diligent Worker
- Client Facing
- Teacher
- Creative
- Writer

EDUCATION

Power Learn Academy Certificate

Power Learn Academy | 2021

Microsoft Power Platform Functional Consultant Certificate

Microsoft | 2021

Bachelors in Creative Writing

Newburgh Theological Seminary | 2022

