Nick Voyles

Power Platform **Functional Developer**

📍 Blue Springs| MO | United States

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ABOUT ME

As a Power Platform Functional Developer and Consultant, I help clients accomplish strategic initiatives by providing automated solutions using Dynamics CE, Power Apps, Power Automate, and Power BI. My experience in Power Learn Academy, combined with 11 years of working in IT outsourcing, gives me the foundation for solving a wide range of IT problems. I am solution oriented and understand the complexities companies face when any IT issues or needs arise.

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 processes.
- 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.
- Configure Dynamics Project Operations including WBS within projects and applicable roles and resources.
- Develop 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. Configure 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.

COMPETENCIES

- D365 Model Apps/CRM Configuration
- Network Architecture
- D365 Sales Implementation
- D365 Project & Field Services
- Power Automate Flows
- System Design and Documentation
- Functional and Project Management-based roles
- Power BI

SKILLS

- Self-Motivated
- Problem-Solving
- Teamwork and Collaboration
- Assertiveness
- Organization and Time Management

EDUCATION

Power Learn Academy Certificate
Power Learn Academy | In Progress
Microsoft Power Platform Functional Developer
Bachelor's Degree: Information Systems Security
University of Northern Colorado
Bachelor's Degree: Criminal Justice
University of Northern Colorado
Certification: CCNA, HP-AIS

dcg Dynamic Consultants Group®   PowerLearn ACADEMY

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EXPERIENCE

Operational Readiness Manager | DXC Technology

11 years

Expert in enterprise network engineering, solutioning and operational support. As the Network Operations Manager, I bridged the gap between sales and operations.

The ORM role required expertise in enterprise network deals and how they are delivered. Developed the standards, the internal costs associated, and where we could deviate from them to meet customer requirements. Approved deals before they went to customer signature.

Responsible for overseeing the Transition and Transformation phase after a customer signed a network deal. Taking the deal from solutioning to delivery.

- Developed and maintained the task list and timeline for each onboarding.
- Engaged the project network and firewall engineers to connect the customer network to the DXC network, enabling tools and connectivity to the devices. Included allocating a subnet range for NATs that would be used for each device, DNS configuration for the NAT subnet range and firewall rules and requirements for client firewalls and DXC internal firewalls.
- Onboarded the client into leveraged monitoring and management tools that included Solarwinds, HP-NA, Cisco ISE, InfrasecV3, and more. This included establishment of a CMDB database for housing all data on the client's network, tools for automated configuration backup, ICMP and syslog/trap receivers, TACACs and Service Now. Wrote configurations to be applied to the devices that placed them into the tools systems.

- Operations – Handover daily or run support to our leveraged operational teams. Developed network diagrams, handover plans, escalation support documentation, and knowledge transfer. Support for operational processes for LAN, WAN, WLAN, and firewalls for Cisco and Palo Alto equipment as well as other hardware and software vendors. Supported common network protocols, TCP/IP, OSPF, IPSEC, BGP, etc.
- Sales and Solutioning Support – Additional responsibility included approving all network solution designs before they were submitted to the client. Included working in cross functional collaboration with experts in each area of engineering and support. Taking the initial solution, making necessary adjustments with input from each subject matter expert. Once the changes to the solution were made, the pricing was updated and sent to the client.

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