Timothy Hall

Power Platform **Functional Developer**

📍 Kansas City | MO | United States

🌐 powerlearn.academy

ABOUT ME

As a Microsoft Functional Developer, I bring a dynamic blend of technical proficiency, strong interpersonal skills, and a proven track record of troubleshooting and problem-solving. With over 5 years of hands-on experience in programming and a passion for creating innovative solutions, I thrive in collaborative environments and excel at bridging the gap between technology and end-users.

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
- Java
- Python

SKILL

- Communication
- Organization
- Flexibility
- Assertiveness
- Questioning and Probing
- Self-Direction
- Analytical
- Trouble Shooting
- Confident

EDUCATION

Power Learn Academy Certificate
Power Learn Academy | In Progress

Microsoft Power Platform Functional Consultant Certificate
Microsoft | In Progress

Bachelors in Cybersecurity
Southern New Hampshire University | In Progress

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EXPERIENCE

Sales Consultant | Automotive Sales

Greenway Ford

- Consistently met monthly sales quotas to contribute to the dealership's revenue growth
- Cultivated and retained a loyal customer base through exceptional customer service and relationship-building efforts.
- Effectively negotiated and closed sales deals while prioritizing customer needs and profit margins.

Sales Associate | Retail

Microcenter

- Provided excellent customer service by assisting shoppers in finding products, answering questions, and offering product recommendations.
- Maintained a clean and organized sales floor, ensuring that merchandise was well-displayed and easy for customers to locate.
- Addressed customer inquiries and resolved issues or complaints in a professional and courteous manner.

Office Assistant | Automotive Industry

Americas Car-Mart

- Supported day-to-day administrative operations by managing phone calls, responding to emails, and assisting walk-in customers
- Maintained and organized office files, records, and documents for easy retrieval and reference.
- Assisted the finance department by processing financing paperwork, verifying customer information, and preparing documents for loan applications.

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