**Pavani Kannayagari**

**Sr. Power Platform developer**

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**Professional Summary:**

* 9 years of professional IT experience specialized in **Power Platform.**
* Hands on experience in designing and developing rich graphic visualizations **business intelligence** solutions using **Microsoft Power BI platform**.
* Lead design, administration (governance, compliance, security, etc.), development and implementation of **Power Apps, Power Automate, Power BI, Dataverse, SharePoint**.
* Experience with **Canvas** **Apps** and **Model** **Driven** **Apps** designing and developing custom apps using **Power Apps.**
* Building several **Canvas Apps** for different lines of business units using **PowerApps**.
* Created reusable custom Components like side navigation, header, footer in **Power Apps.**
* Developed various screens in **Canvas App** for expense submission, approval, and tracking.
* Implemented robust data protection measures in Power Platform applications to ensure compliance with **HIPAA** regulations, safeguarding sensitive healthcare information.
* Developed custom security configurations within Power Platform environments to restrict unauthorized access to protected health information (**PHI**) as mandated by **HIPAA** standards.
* Experience writing **PowerApp**s formulas and writing methods to develop **canvas** and model driven apps.
* Strong knowledge of various **Power** Automate triggers such as schedule, manual, events, and their use cases.
* Proficient in migrating **Power Apps** solutions from development to production environments, ensuring seamless transitions and minimal disruptions.
* Developed Dashboards, Views, Reports, charts and all the security roles and users accordingly in the system based on roles.
* Proficient **Dynamics 365** for **Power Apps** developer with a track record of designing and building custom solutions to meet specific business needs.
* integrated AI Builder into **Power Apps**, enhancing application functionality by incorporating AI capabilities such as form processing, object detection, prediction, and text classification.
* Redesign of **InfoPath**, **Nintex** or legacy forms to **Power Apps.**
* Extensive experience in creating the Dashboards and Shared it to user groups using **Power BI Apps**.
* Experienced in utilizing **Power BI (Power View)** to create various analytical dashboard that shows critical KPI.
* Successfully led the integration of SaaS applications into existing business processes, resulting in
* improved efficiency and streamlined workflows.
* Designed and implemented a **PaaS** solution that allowed developers to deploy applications.
* faster and with reduced infrastructure overhead.
* Experience with Flows to automate business processes using Power Automate, Nintex.
* Redesign of workflows from **SharePoint** Designer, Nintex to Power Automate Flows.
* Developed custom connectors to integrate **AI Builder** capabilities with external data sources, expanding the range of **AI**-powered functionalities available within **Power Apps**.
* Proficient in designing and implementing identity and access management solutions using **Azure AD** to ensure secure authentication and authorization for users and applications.
* Demonstrated in configuring Power Virtual Agents, including designing conversation flows, integrating APIs, and deploying chatbots across various platforms to improve customer engagement and support services.
* Developed **Power** Automate to automate the approval process and send notifications to approvers, assign tasks to technicians, and send notifications to customers.
* Experience with Data analysis, modeling, transformation, analytics and visualization of reports, dashboards, KPIs, Charts, Graphs, etc. using **Power BI, Tableau, SSRS, Cognos.**
* Good experience with development methodologies like **Agile** **SCRUM** and **Waterfall**.
* Strong analytical and critical thinking skills with excellent communication skills.

**Education:**

* Bachelor of Technology from JNT University, India - 2012

**Technical Skills:**

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| **Technologies** | Power Platform |
| **Forms** | Power Apps, Canvas, Model-driven, MS Forms, InfoPath |
| **Workflows** | Power Automate, MS Flow, Nintex |
| **Business Intelligence** | Power BI, DAX, Power Query, M, Tableau, Cognos TM1, Framework Manager, Report Studio, Analysis Studio, Visual Analytics, Reports, Dashboards, KPIs, Scorecards |
| **Reporting Tools** | Power BI, Tableau, SQL Server Reporting Service (SSRS), Crystal Reports |
| **Other** | Power Pages, Power Virtual Agents, Graph API, Intune |
| **Data sources** | SharePoint, Dataverse, SQL Server, Access, Oracle |
| **Suite** | Microsoft Office, Office 365, Dynamics 365, SharePoint Online |
| **Operating Systems** | Windows Server 2000, Windows NT Server, Windows Server 2003, Windows XP, Windows 2008, Windows 7, Windows 8 |

**Professional Experience:**

**Client: State of NY (Information Technology Services), NYC, NY Mar 2023 - Current**

**Role: Sr. Power Platform Developer/ Power BI Developer**

ITS provides statewide IT strategic direction, directs IT policy and delivers centralized IT products and services that support the mission of the State. The Office of Information Technology Services (ITS) has implemented an organization-wide Information Technology Service Management (ITSM) Program. ITSM is intended to optimize service delivery and improve customer service by implementing consistent, reliable, and repeatable processes.

**Responsibilities:**

* Proficient **Power Apps developer** with a strong background in creating tailored solutions to meet business needs.
* Developed **Power** **Automate** workflows and integrated **Dynamics 365** with external systems, reducing manual tasks and improving data accuracy.
* Successfully implemented security and compliance measures to meet state regulations and protect sensitive data within **Power Platform applications**.
* Experienced in designing and building canvas and model-driven **Power Apps**, delivering intuitive and user-friendly interfaces for diverse applications.
* Proficient in exporting **Power Apps** as packages and importing them into target environments while handling data source configurations and dependencies.
* Continuously stay updated with the latest developments in the **Power Platform** ecosystem and incorporate new features and capabilities to improve state client applications.
* Developed **Power BI** to create insightful dashboards and reports, enabling data-driven decision-making for state clients.
* Leveraged **Azure** **Open** **AI** services to enhance chatbot functionalities, enabling natural language processing, sentiment analysis, and language translation to create more intelligent and context-aware conversational experiences.
* Developed by communicating changes to end-users, ensuring a smooth transition and minimal disruption to business operations.
* Experienced in developing **Power** Automate workflows to automate repetitive tasks and integrate diverse systems, resulting in significant time and cost savings for state agencies.
* Proficient in leveraging **Power Apps** to create user-friendly applications that enhance operational efficiency and streamline critical processes.
* Experienced in developing canvas apps and model-driven apps within **Dynamics** **365**, delivering intuitive user interfaces and efficient data management.
* Leveraged **AI Builder's** form processing to automate data extraction from various documents and forms, significantly reducing manual data entry and improving data accuracy.
* Stayed updated with the latest **AI Builder** features and advancements, actively seeking opportunities to improve existing **Power Apps** solutions through **AI** integration.
* Adept at modifying app configurations to match target environments and conducting rigorous testing to ensure app functionality and data integrity post-migration.
* Demonstrated ability to troubleshoot and optimize **Power Apps** for performance, ensuring smooth and efficient application operation.
* Created and configured chatbots and virtual assistants using **Power Virtual** Agents, leveraging **AI** capabilities to enhance user interactions and automate tasks efficiently.
* Collaborated closely with cross-functional teams and **stakeholders** to identify automation opportunities and streamline operational workflows.
* Successfully created and implemented **custom AI** models within **Power Apps**, utilizing **Azure Machine** Learning or other platforms to address specific business needs, including image recognition and sentiment analysis
* Designed a microservices-based architecture for a **SaaS** platform, leading to improved modularity and easier maintenance.
* Proficiently deployed and managed applications on cloud platforms such as **AWS, Azure, and Google Cloud,** utilizing various **PaaS** offerings.
* Integrated external data sources and third-party services into chatbots, enabling them to fetch real-time information, perform transactions, and provide comprehensive solutions to users within the conversation interface.
* Continuously updated and optimized existing **Power Automate** flows to ensure they remain effective and aligned with evolving business requirements.

**Environment:** Power Apps, Power Automate, Power BI, Power Pages, Dataverse, SharePoint Online, Teams, Office 365, Dynamics 365, Agile methodology, Model Driven Apps.

**Client: Independent Health, Buffalo, NY Jan 2021 – Feb 2023**

**Role: Sr. Power Platform Developer**

As one of Western New York's First HMOs (Health Maintenance Organizations), Independent Health covers approximately 355,000 people here and across the country with more than 100 plans, services, and products.

**Responsibilities:**

* Work with departments throughout the business to understand their requirements.
* Work as Platform developer on Power Platform projects.
* Design and develop custom Canvas Apps and Model Driven Apps using Power Apps, Power Functions, Dataverse, SharePoint Online, API.
* Developed custom Components, Screens in Power Apps.
* Redesign of InfoPath, Nintex legacy forms to Power Apps.
* Configured connectors to integrate Power Automate with other applications and services, such as Outlook and OneDrive for Business.
* Developed conditions and expressions to implement conditional logic and decision-making in the workflow.
* Utilized AI Builder's speech recognition features to enable voice commands and interactions within Power Apps, enhancing accessibility and user convenience.
* Designed and deployed HIPAA-compliant workflows and automation processes using Power Automate, enabling secure handling of patient data across healthcare systems.
* Conducted thorough risk assessments and gap analyses to identify and address potential HIPAA violations within Power Platform solutions, ensuring adherence to regulatory requirements.
* Designed and managed Azure SQL databases for high availability, scalability, and data security.
* Tested the workflow and resolved issues identified during the testing phase.
* Created various screens for expense submission, approval, and tracking.
* Provided training and support to end-users and stakeholders, ensuring effective utilization of AI Builder features within Power Apps, and addressing any questions or issues.
* Regularly monitored chatbot performance, analyzed user interactions, and iteratively improved chatbot responses and conversation flows based on feedback and data analysis, ensuring continuous enhancement of user experience and satisfaction.
* Utilized Azure DevOps services for version control, build automation, release management, and application lifecycle management (ALM).
* Applied Co-Pilot capabilities from OpenAI to facilitate collaborative interaction between human agents and chatbots, enhancing customer support by suggesting relevant responses and automating repetitive tasks, resulting in improved efficiency and customer satisfaction.
* Automate manual business processes using Power Automate Flows.
* Redesign of workflows from Nintex to Power Automate Flows.
* Data analysis, modeling, transformation, analytics and visualization of reports, dashboards, KPIs, Charts, Graphs, etc. using Power BI, Tableau, Cognos.
* Skilled in configuring and extending Dynamics 365 using Power Apps to create tailored CRM applications that optimize processes and workflows.
* Work closely with the Manager and team members to design and implement reporting and analytical capabilities.
* Proficient in Power Automate to automate CRM workflows, reducing manual tasks, improving data accuracy, and increasing overall operational efficiency.
* Use Power queries to perform extract, transform, and load (ETL) of the data.
* Work with various data sources such as SharePoint, AWS, Planview, Oracle, and Excel to design Power BI data model.
* Design and develop complex Dashboards, KPIs, Scorecards and reporting solutions.
* Perform measures/calculations using DAX language.
* Proficient in creating backup plans and rollback strategies to address unexpected issues during migrations.
* documented the migration processes and changes made during the migration.
* Setup Intune for Conditional Access and/or Mobile Application Management (MAM) policies for Power Platform applications on the devices.
* Experienced in configuring and extending Dynamics 365 CRM using Power Apps, delivering tailored CRM solutions that enhance sales, marketing, and customer service functionalities.
* Integrate Graph API with Power Platform for data-driven and efficient solutions.
* Documentation, support and user-training of Power BI, Cognos, Tableau solutions as needed.

**Environment:** Power Apps, Power Automate, Power BI, Power Pages, Dataverse, SharePoint Online, Teams, Azure DevOps, Microsoft 365, Agile.

**Client: UNIVERA Healthcare, Buffalo, NY Feb 2019 – Dec 2020**

**Role: Power Platform Developer**

Univera Healthcare is part of The Lifetime Healthcare Companies, a family of companies that now provides health insurance coverage to about 1.5 million people across 39 counties of New York state.

**Responsibilities:**

* Coordinating with client to discuss the requirement and actual technical implementation.
* Analysed the requirement and understood the business process.
* Communicated with the customers on business requirements.
* Building several canvas apps for different lines of business units using Power Apps.
* Automated complex approval process using Microsoft power automate.
* Collaborated with cross-functional teams to integrate HIPAA-compliant authentication mechanisms, such as Azure Active Directory, into Power Platform applications for enhanced data security.
* Implemented encryption protocols and data masking techniques within Power Apps to anonymize PHI and prevent unauthorized disclosure in accordance with HIPAA privacy rules.
* Export and import the solutions from Dev environment to Production environment.
* Clean up the unused apps and flows from default environment.
* Design and develop custom Canvas Apps and Model Driven Apps using Power Apps, Dataverse, SharePoint Online, API.
* Experienced in adjusting security roles and permissions during migrations to maintain data security and user access controls.
* Developed AI algorithms to specific business needs, ensuring chatbots provide accurate and personalized responses to user queries, resulting in a seamless and user-friendly experience.
* Developed custom Components in Power Apps, Power Functions, Fx Formula.
* Redesigned SharePoint Designer workflows and developed in Power Automate Flows.

**Environment:** Power Apps, Power Automate, Power BI, Power Pages, Dataverse, SharePoint Online, Teams, Office 365

**Client: HealthNow New York, Buffalo, NY Jan 2017 – Jan 2019**

**Role: Software Developer**

HealthNow New York, Inc. is a Buffalo, NY-based health insurance carrier with $2.6 billion in revenue. Our company’s outstanding reputation for services and unwavering commitment to member satisfaction has been recognized by an “excellent” rating from the National Committee for Quality Assurance (NCQA). Health Now New York has been a pioneer in providing quality health care services to companies and individuals in the region. As an industry leader, the company provides innovative products, services, and technologies to improve the availability, quality, and cost of health care.

**Responsibilities:**

* Collaborate with the business units to understand their requirements.
* Work closely with Platform Manager, Architect and developers on Power Platform projects.
* Design and develop custom Canvas Apps and Model Driven Apps using Power Apps, Power Functions, Dataverse, SharePoint Online, API.
* Provided comprehensive training and guidance to stakeholders on HIPAA regulations and best practices for developing and maintaining compliant Power Platform solutions in healthcare settings.
* Developed custom Components in Power Apps.
* Successful track record of reconfiguring data sources, connectors, and custom connectors to align with the new environment.
* Redesign of InfoPath legacy forms to Power Apps.
* Automate manual business processes using Power Automate Flows.
* Developed Power Automate flows to update the records in Dataverse Tables.
* Implemented the canvas app with Dataverse as data source.

**Environment:** Power Apps, Power Automate, Power BI, Dataverse, SharePoint Online, Office 365

**Client: Google, Mountain View, CA Aug 2012 – Aug 2015**

**Role: MSBI Developer**

**Global logic Technologies Ltd, Hyderabad, India**

Google LLC is an American multinational technology company focusing on artificial intelligence, online advertising, search engine technology, cloud computing, computer software, quantum computing, e-commerce, and consumer electronics.

**Responsibilities:**

* Gather requirements from BU, Product team.
* Translate Business requirements into Technical Design Document.
* Design and Develop custom BI Solutions.
* Developing reporting assets using one or more data visualization / reporting tools to tell stories.
* Perform Data modeling, Data warehouse, ETL tasks as needed.