

Hoa Nguyen

Meg

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Date of birth

November 16, 1996

Gender

Male

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Profile

In Total about 8 years experience in Power Platform world.

Power Platform (Dev, Admin, Trainer, Support, CoE, Operation)

Low Code Techs

D365 CE (CRM)

Copilot Studio

Open AI

Current Goal: Power Platform Scale/Governance/Lead and Copilot Agents Projects

Education

Bachelor

Industrial University Ho Chi Minh School, Ho Chi Minh

Sep 2014 - Sep 2018

Employment

Technical Consultant

[FPT Software, Ho Chi Minh](#)

Sep 2018 - Nov 2022

Expirement from Fresher to Senior as D365 Field (Dynamic 365 CRM which now is D365 CE). Strong experimenter in configuration/custom for a CRM system.

Type of Projects: implementation from begining, integration/migration, up version (on-premise > cloud), maintainance. In fields of Sales, Customer Services, Clinical System and Document management.

Have plus 1 year experiment in the field of Power Platform (Power App, Power Automate and SharePoint), the projects: Approval, Procurement Requests, Stored Mobile App.

On November 2022, I decide to leave the company and focus on the field of Power Platform

Power Platform

Nov 2022 - Present

[Swiss Post, Switzerland](#)

The journey so far is very good. The works can be divided into:

- Work on customer's project which include Power Platform Components (Power App, Power Automate...)
- Work on CoE Solution and current ALM, maintaince and develop it to fit the company
- Work with Admin to ensure the gorvenance of Power Platform scale within the company

- Support
- Join and research, contribute the idea to scale Power Platform to everyone in the company (this is what I want to have a vision, and from start to end)

The knowledge and confidence has been increased too much. For now I also research AI tech to include it within Power Platform for everyone, and find chance to work with python, ML and deep learning.

Skills

D365 CE (Dataverse Skills)	███████████████████
Power App	███████████████████
Power Automate	███████████████████
Power Page	█████████████████████
Power BI	█████████████████████
Copilot Studio	█████████████████████
Prompt (LLM)	█████████████████████
Python	█████████████████████
C#, Javascript, typescript	█████████████████████
Researcher	█████████████████████
Work with AI to increase Productivity	█████████████████████
DevOps (Azure Projects, Terraform, GIT)	█████████████████████

Languages

English	███████████████████
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Hobbies

- Music Producer
- Music Listener
- Video Editor
- Image (AI)
- Researcher
- Games, Manga, Sleep, Whale

Certificates

Power Platform Developer Associate

Present

PL-400

Power Platform Functional Consultant

Jan 2023

Associate

PL-200

Projects

Sales Management System Migration

FPT Software

Client: Singapore-based Enterprise

Project Description:

The project aimed to transition the client's sales management system from the SAP Sales App to Microsoft Dynamics 365 CRM Cloud. This strategic migration was designed not only to leverage the advanced features of D365 CRM but also to achieve significant cost savings. By moving to a cloud-based CRM solution, the client eliminated substantial licensing fees and maintenance costs associated with the SAP Sales App. The reduction in infrastructure expenses and the pay-as-you-go model of D365 CRM resulted in lower operational costs. Additionally, the improved efficiency and productivity from the enhanced features of D365 CRM contributed to a better return on investment. The scope included data migration, system integration, and ensuring a seamless transition with minimal disruption to ongoing activities.

Period: 1 year

Technologies:

- Microsoft Dynamics 365 CRM
- SQL Server Integration Services (SSIS)
- SQL Server Management Studio (SSMS)
- SAP ERP Systems
- Data migration tools and scripts

Responsibilities:

- Worked collaboratively with team members throughout the entire project lifecycle.
- Participated in the end-to-end implementation of Microsoft Dynamics 365 CRM.
- Managed data migration from SAP to D365 CRM using SSIS packages.
- Developed and maintained integration processes between SAP and Dynamics 365.
- Ensured data integrity and optimized system performance during the migration.
- Provided ongoing support and maintenance post-implementation to address integration and data issues.

Clinical Healthcare System Implementation

and Maintenance

FPT Software

Client: Singapore-based Healthcare Provider

Project Description:

This project involved the implementation and ongoing maintenance of a

Microsoft Dynamics CRM on-premise system specifically designed for patient information management and related healthcare processes. The system aimed to enhance the efficiency of patient data handling, streamline workflows, and ensure compliance with healthcare regulations. An on-premise SQL infrastructure was utilized to meet strict data security and privacy requirements. Additionally, a Sencha web application was developed and integrated with the CRM system to provide a user-friendly interface for healthcare professionals.

Period: 2 years

Technologies:

- Microsoft Dynamics CRM (On-Premise)
- Sencha Web Application Framework
- SQL Server Management Studio (SSMS)
- SQL Server Reporting Services (SSRS)
- SQL Server Infrastructure

Responsibilities:

- Collaborated with the team to perform system maintenance and support.
- Implemented change requests and enhancements to the Dynamics CRM system.
- Developed and updated reports using SQL Server Reporting Services (SSRS).
- Updated and maintained the Sencha web application to improve user experience.
- Managed SQL Server databases and ensured data integrity and security.
- Assisted in troubleshooting and resolving technical issues promptly.
- Ensured compliance with healthcare data regulations throughout the project.

Vehicle Leasing System Management

FPT Software

Client: Singapore-based Vehicle Leasing Company

Project Description:

This project involved the implementation and maintenance of a Microsoft Dynamics 365 CRM On-Premise system tailored for a vehicle leasing company in Singapore. The system was designed to manage sales orders, quotes, and extended contract management processes. A critical aspect of the project was integrating the CRM system with two Microsoft Dynamics AX systems to streamline processes related to sales orders and contracts. This integration enhanced operational efficiency, improved data accuracy, and facilitated better management of leasing operations.

Period: 1.5 years

Technologies:

- Microsoft Dynamics 365 CRM (On-Premise)
- Microsoft Dynamics AX
- SQL Server Integration Services (SSIS)
- SQL Server Management Studio (SSMS)
- SQL Server Infrastructure

Responsibilities:

- Maintained the Dynamics 365 CRM system by addressing issues, implementing change requests, and providing ongoing support.
- Managed and updated integration jobs built with SSIS to synchronize data between Dynamics 365 CRM and the two AX systems.
- Monitored and maintained the SQL Server infrastructure, including server changes and issue detection.
- Ensured data integrity and optimized system performance across all

integrated platforms.

D365 CRM System Migration

[FPT Software](#)

Client: Japan-based Company

Project Description:

This project focused on migrating the client's Microsoft Dynamics 365 CRM system from an on-premise environment to the cloud. The primary goal was to enhance scalability, accessibility, and reduce infrastructure maintenance costs associated with on-premise systems. A critical requirement was to maintain integration between the new cloud-based CRM and existing on-premise systems to support existing Excel reports utilizing macros. The project involved designing and implementing integration solutions using **SQL Server Integration Services (SSIS)** to ensure seamless data flow between the cloud and on-premise environments. An initial one-time data migration from the on-premise CRM to the cloud was executed using SSIS to transfer all existing data accurately. Post-migration, the integration solutions were maintained and supported over a one-year period to ensure consistent performance and address any issues promptly.

Period: 1.5 years

Technologies:

- Microsoft Dynamics 365 CRM (Cloud and On-Premise)
- **SQL Server Integration Services (SSIS)**
- SQL Server Management Studio (SSMS)
- Excel Macros
- Data Migration Tools and Scripts

Responsibilities:

- **Lead** a small team responsible for the migration and integration components of the project.
- Designed and implemented integration solutions using **SSIS** for data synchronization between the cloud-based CRM and on-premise systems.
- Managed the initial one-time data migration from the on-premise CRM to the cloud version using **SSIS**.
- Provided maintenance and support for the **SSIS** integration solutions over a one-year period post-migration.
- Ensured data integrity and optimized system performance throughout the migration and integration processes.
- Collaborated with stakeholders to understand business requirements and translate them into technical solutions.
- Oversaw troubleshooting and resolution of any issues related to **SSIS** data integration and system functionality.

Real Estate Multi Systems

[FPT Software](#)

Client: Vietnam-based Real Estate Company

Project Description:

This project focused on maintaining and enhancing a sales web application for a leading real estate company in Vietnam. The application was designed to sell real estate assets and integrated with SAP as the management system.

Additionally, a cloud-based Microsoft Dynamics 365 CRM was utilized by sales personnel, featuring main modules such as customer service and marketing.

The objective was to improve sales processes, enhance customer engagement, and streamline operations between the web application and the CRM system. A significant part of the project involved rebuilding plugins, action source code,

and API source code that supported the sales web application. Furthermore, a full custom loyalty module was enhanced to better reward and retain customers.

Period: 6 months

Technologies:

- Microsoft Dynamics 365 CRM (Cloud)
- SAP Management System
- Web API in C#
- CRM Plugins and Action Source Code
- Sales Web Application
- Custom Loyalty Module Development

Responsibilities:

- Collaborated with the client's team to maintain and improve the CRM system.
- Rebuilt CRM plugins, action source code, and API source code for the sales web application.
- Enhanced a fully custom loyalty module to strengthen customer retention strategies.
- Developed and integrated Web APIs using C# to facilitate communication between the CRM and sales web application.
- Ensured seamless integration between the CRM system and the SAP management system.
- Provided support and troubleshooting for issues related to the CRM and sales web application.

Education Web Portal Development

[FPT Software](#)

Client: Vietnam-based English Education Institution

Project Description:

This project involved developing a portal web application for an English education institution in Vietnam. The web portal was designed to manage and streamline data within the Microsoft Dynamics AX system, enhancing administrative efficiency and data accessibility. The application provided a user-friendly interface for staff and students, facilitating tasks such as enrollment, scheduling, and resource management. Key objectives included integrating the web portal with the existing AX system through APIs and delivering a responsive and intuitive user experience using the Sencha Ext JS framework.

Period: 6 months

Technologies:

- ASP.NET MVC Application (C#)
- Microsoft Dynamics AX System
- Integration APIs with AX
- Sencha Ext JS Framework
- SQL Server

Responsibilities:

- Collaborated with the team to design and develop the web portal from the ground up.
- Built the web application using ASP.NET MVC with C#, implementing server-side logic and functionality.
- Developed and integrated APIs to enable seamless communication between the web portal and the Dynamics AX system.
- Utilized the Sencha Ext JS framework for front-end development to create a responsive and interactive user interface.
- Participated in code reviews, testing, and debugging to ensure high-quality software delivery.

- Assisted in deploying the application and provided support during the post-launch phase.

Cases System for Sales Order Integration and Approval

FPT Software

Client: U.S.-based Company

Project Description:

This project focused on implementing a Microsoft Dynamics 365 CRM Cloud system utilizing the Customer Service module (Incidents) to manage and process sales order data integrated from Oracle systems. The objective was to streamline the sales order processing and approval workflows by enabling seamless two-way data integration between Oracle and D365 CRM. The integration ensured real-time data synchronization, improved accuracy in order management, and enhanced operational efficiency. A one-time data migration from Oracle to D365 CRM was also conducted using SSIS to transfer existing sales order data into the new system.

Period: 6 months

Technologies:

- Microsoft Dynamics 365 CRM (Cloud)
- Oracle Database Systems
- SQL Server Integration Services (SSIS)
- SQL Server Management Studio (SSMS)
- Data Migration Tools and Scripts

Responsibilities:

- Worked collaboratively with the team to implement the two-way integration process between Oracle and D365 CRM using SSIS.
- Developed and configured SSIS packages for data integration and one-time data migration from Oracle to D365 CRM.
- Made necessary modifications and enhancements in D365 CRM to accommodate integration requirements.
- Managed SQL databases and performed SQL management tasks to ensure data integrity and optimal performance.
- Provided support and troubleshooting for any issues related to the integration and data processing workflows.
- Contributed to the successful migration and integration of sales order data, improving the efficiency of sales order management and approval processes.

Procurement Request Power App

FPT Software

Client: Vietnam-based Company

Project Description:

This project entailed developing a Procurement Request system using Microsoft Power Apps for a company in Vietnam. The application was designed to facilitate the ordering of items, assets, and devices, as well as to streamline the approval process. Utilizing Power Apps provided a user-friendly interface for employees to submit procurement requests efficiently. Power Automate was employed to automate the approval workflows, ensuring timely processing and reducing manual intervention. SharePoint served as the data repository, storing all relevant procurement data and enabling easy access and management. The solution aimed to enhance operational efficiency, improve transparency in the procurement process, and provide real-time tracking of requests and approvals.

Period: 6 months

Technologies:

- Microsoft Power Apps
- Microsoft Power Automate
- SharePoint Online
- Office 365 Environment

Responsibilities:

- Collaborated with the team to design the solution architecture for the procurement request system.
- Developed the Power App to enable users to submit procurement requests for items, assets, and devices.
- Created and configured approval workflows using Power Automate to automate the approval process.
- Set up SharePoint lists and libraries as the backend data source for storing procurement data.
- Integrated Power Apps with SharePoint to ensure seamless data flow and accessibility.
- Conducted testing and debugging to ensure the application's functionality and reliability.
- Provided documentation and training to end-users on how to use the new system effectively.

Power Platform SharePoint Form Integration**Projects**

[FPT Software](#)

Client: Japan-based Company

Project Description:

This initiative involved multiple projects centered around developing custom forms using Microsoft Power Apps integrated with SharePoint Online for a Japanese client. The objective was to enhance and modernize the data collection processes by replacing standard SharePoint forms with dynamic, user-friendly Power Apps forms. These forms improved user experience, increased data accuracy, and streamlined workflows across various departments. The solutions were tailored to meet specific business requirements, ensuring seamless integration with existing SharePoint lists and facilitating better data management and accessibility.

Period: 6 months

Technologies:

- Microsoft Power Apps
- SharePoint Online
- Microsoft Power Platform
- Office 365 Environment

Responsibilities:

- **Lead** a team member who was the main developer for the projects involving Power Apps and SharePoint integration.
- Provided technical support and guidance throughout the development process.
- Assisted in designing and implementing solutions for integrating Power Apps with SharePoint forms.
- Developed best practices and guidelines to standardize Power Apps development within the team.
- Collaborated with stakeholders to understand requirements and ensure the solutions met business needs.
- Supported the team member in troubleshooting and resolving technical issues.

- Facilitated communication between the development team and client to ensure project objectives were achieved

Power Platform Citizen Projects

[Swiss Post](#)

Client: Switzerland-based Organization

Project Description:

This ongoing project involves developing multiple applications for the Cidev (Citizen Developer) community in Switzerland. The initiative aims to empower non-developer employees to create and use custom business applications, enhancing productivity and innovation within the organization. Utilizing Microsoft Power Platform technologies—specifically Power Apps and Power Automate—integrated with SharePoint and leveraging CI/CD pipelines, the team has developed various applications. These include an App Catalog, News App, Community Requests portal, Hub Portal, Idea Management system, Compliance App, and more. The project focuses on streamlining processes, improving collaboration, and fostering a culture of continuous improvement.

Period: Ongoing

Technologies:

- Microsoft Power Apps
- Microsoft Power Automate
- SharePoint Online
- Continuous Integration/Continuous Deployment (CI/CD)
- Office 365 Environment

Responsibilities:

- Collaborated with team members to conceptualize and implement application ideas for the Citizen Developer community.
- Developed and maintained applications such as App Catalog, News App, Community Requests, Hub Portal, Idea Management, and Compliance App.
- Managed the deployment of applications using CI/CD practices to ensure efficient and reliable releases.
- Provided technical guidance and support to team members throughout the development lifecycle.
- Ensured seamless integration between Power Apps, Power Automate, and SharePoint.
- Contributed to enhancing user experience and functionality based on feedback from the community.

Power Platform Hub Development

[Swiss Post](#)

Client: Switzerland-based Organization

Project Description:

This ongoing project involves developing a centralized Hub site using a Model-Driven App within the Microsoft Power Platform for a Swiss organization. The Hub serves as a comprehensive portal for Power Platform information, including news, documents, and tools such as custom Continuous Integration/Continuous Deployment (CI/CD) processes and AI functionalities. It also provides administrative capabilities for managing citizen-developed applications. The Hub is designed to consolidate resources, streamline access to tools and information, and foster collaboration across the organization. While still under development, the Hub is already in use, delivering significant value by enhancing productivity and innovation.

Period: Ongoing

Technologies:

- Microsoft Power Apps (Model-Driven Apps)
- Microsoft Power Automate
- Microsoft Dataverse
- SharePoint Online
- Azure AI (Large Language Models)
- Continuous Integration/Continuous Deployment (CI/CD)

Responsibilities:

- Planned and designed the architecture of the Power Platform Hub to meet organizational needs and objectives.
- Investigated and identified functionalities and tools that would provide the most benefit to the organization.
- Implemented features such as news dissemination, document management, custom CI/CD tools, and AI capabilities within the Hub.
- Managed CI/CD deployments to various environments, ensuring efficient and reliable release processes.
- Integrated Azure AI services (LLMs) to enhance the Hub's capabilities and provide advanced functionalities.

Contract Generation and Approval System

[Swiss Post](#)

Client: Switzerland-based Company

Project Description:

This project involved developing a Power App for contract management for a Swiss company. The application was designed to streamline the creation, approval, and management of contracts by integrating data from Kafka streams. Key features included automated approval workflows and PDF generation using Word templates. The system enhanced efficiency by automating repetitive tasks, ensuring consistency in contract documents, and facilitating real-time data synchronization. Continuous Integration/Continuous Deployment (CI/CD) practices were implemented to improve the deployment process and enable team members to manage releases effectively.

Period: 2 months

Technologies:

- Microsoft Power Apps
- Microsoft Power Automate
- SharePoint Online
- Kafka Integration
- Continuous Integration/Continuous Deployment (CI/CD)
- Application Lifecycle Management (ALM)
- Word Templates for PDF Generation

Responsibilities:

- Collaborated with team members to implement ongoing functionalities for the app, including approval workflows and PDF generation using Word templates.
- Set up CI/CD pipelines within Application Lifecycle Management (ALM) to facilitate deployments, enabling other team members to manage deployment processes.
- Integrated data from Kafka into the Power App to ensure real-time data synchronization and seamless contract management.
- Developed and configured automated approval processes using Power Automate to streamline contract approvals.
- Ensured smooth integration between Power Apps, Power Automate, and SharePoint for optimal performance.

- Provided technical support and guidance to team members throughout the development and deployment phases.

Vehicle Cost Negotiation App

[Swiss Post](#)

Client: Switzerland-based Company

Project Description:

This ongoing project involves developing a Power App tailored for negotiating vehicle costs and agreements with vendors for a Swiss company. The application is designed to facilitate negotiations on various cost components associated with vehicles, such as maintenance, insurance, lending costs, and other expenses. Utilizing Microsoft Dataverse as the backend data storage, the app aims to streamline the negotiation process, improve data accuracy, and enhance collaboration between the company and its vendors. The solution leverages Power Apps and Power Automate to provide an efficient, user-friendly platform for managing vehicle cost negotiations and agreements.

Period: Ongoing

Technologies:

- Microsoft Power Apps
- Microsoft Power Automate
- Microsoft Dataverse
- SharePoint Online
- Continuous Integration/Continuous Deployment (CI/CD)
- Office 365 Environment

Responsibilities:

- Collaborated with team members to implement app screens based on the design specifications and required functionalities.
- Developed application functionalities and configured Dataverse to meet the application's data requirements.
- Consulted on field calculations for Dataverse entities and fields to ensure accurate cost computations.
- Set up and managed CI/CD pipelines to facilitate efficient deployment and version control.
- Provided technical guidance and support throughout the development process.
- Ensured seamless integration between Power Apps, Power Automate, SharePoint, and Dataverse.
- Participated in testing and debugging to maintain high-quality standards.
- Managed ongoing development tasks and coordinated with stakeholders to align project objectives.

Power Platform Governance and Development

[Swiss Post](#)

Client: Switzerland-based Organization

Project Description:

This ongoing project encompasses multiple initiatives within the Microsoft Power Platform for a Swiss organization. The work involves developing, maintaining, and governing various applications and solutions using Power Apps, Power Automate, SharePoint, Dataverse, and the Power Platform Center of Excellence (CoE) solutions. The primary objectives are to enhance productivity, ensure compliance, and streamline processes across different departments. By implementing effective governance strategies and leveraging CI/CD practices, the project aims to support citizen developers, improve

operational efficiency, and foster innovation within the organization.

Period: Ongoing

Technologies:

- Microsoft Power Apps
- Microsoft Power Automate
- SharePoint Online
- Microsoft Dataverse
- Continuous Integration/Continuous Deployment (CI/CD)
- Power Platform Administration
- Center of Excellence (CoE) Solutions
- ALM Accelerator
- Office 365 Environment
- Azure DevOps

Responsibilities:

- **Collaborated** within a Power Platform fusion team, working alongside other members in an agile structure to understand and optimize operations.
- **Assumed administrative roles** as needed to manage and support users from various departments, handling access and permissions within their designated environments.
- **Maintained and upgraded** solutions from the Center of Excellence (CoE) team, ensuring tools like inventory synchronization and email flows operated smoothly.
- **Implemented CI/CD processes** in the Power Platform Hub for CoE solution upgrades, enhancing deployment efficiency.
- **Worked closely with administrators** using the CoE admin view to determine future tasks and define objectives for the Power Platform.
- **Provided primary support** for the ALM Accelerator (CI/CD ALM setup for any maker's solution) from the CoE solution:
- Supported users in resolving issues related to deploying their solutions using ALM.
- Upgraded and enhanced the ALM Accelerator to improve functionality and user experience.
- Created comprehensive documentation to guide users through ALM processes.
- **Collaborated on developing** Power Platform governance processes for the organization:
- Involved in planning, ideation, consultation, and investigation to establish effective governance strategies.
- Focused on key components such as compliance processes and the Compliance App to ensure regulatory adherence.
- **Managed CI/CD deployments** across various environments, overseeing the deployment pipeline and ensuring smooth transitions between development stages.
- **Consulted on field calculations** for Dataverse entities and fields to ensure accurate data management and reporting.
- **Contributed to the creation** of governance policies and best practices, promoting efficient use of the Power Platform across the organization.