

NIJAE RAY KING

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SUMMARY

Power Platform engineer focused on automating request workflows and scaling operational analytics. Built enterprise solutions in Power Apps and Power Automate with 90k+ internal launches and \$1.2M+ in measured cost savings. Skilled in translating team needs into simple, automated processes supported by Power BI insights, working as part of an internal consulting team that partners directly with business stakeholders. Currently exploring Copilot and Copilot Studio with our Power Platform CoE team to accelerate workflow design and guided task automation.

SKILLS

- **Automation & AI:** Power Automate, Copilot (M365/Copilot Studio), prompt design.
- **Power Platform:** Power Apps (canvas primarily, experimented with model-driven), Power BI (DAX, data modeling), SharePoint integration.
- **Data/Backend:** SQL, Python, Java, C++, C#;
- **Frameworks/Methodology:** Scrum/Kanban, requirements to MVP to iteration; Waterfall.
- **Collaboration & Delivery:** Stakeholder communication, requirements discovery, solution walkthroughs, training & enablement, cross-team alignment, workflow clarification.

PROFESSIONAL DEVELOPMENT

- Power Platform Conference 2025 (Las Vegas) — Attendee

WORK EXPERIENCE

08/2024 – Present

AbbVie: Specialist, Business Solutions (Global Knowledge Management & Digital Collaboration)

North Chicago, IL

- Built an AI Capabilities App to demonstrate Copilot-powered automation scenarios (email parsing, request triage, audit scheduling, forecasting, and knowledge lookup), accelerating AI adoption across multiple business teams.
- Designed and deployed a Power Apps Canvas request management system for the Professional Administrators team, supporting 11 distinct form types. Orchestrated multiple Power Automate flows to handle request routing, status updates, and overdue reminders.
- Developed a Power BI performance dashboard to provide administrative leads with visibility into request assignment time, completion cycle time, and workload distribution across team members.
- Automated a previously 40+ hour manual workflow by creating a Power Automate process that evaluates 200+ Excel files, identifies relevant MedDRA terms, and extracts necessary updates using Excel Online scripts. Reduced processing time to ~15 minutes end-to-end, completely hands-free.
- Created Power BI dashboards for global safety teams to monitor external vendor timeliness in processing adverse event data, improving transparency and enabling proactive performance conversations.
- Built multiple Power BI dashboards for cross-functional teams to track internal initiatives, visualizing metrics such as cost savings, time reduction, and project throughput to support strategic decision-making.

05/2023 – 08/2023

AbbVie: Intern, Data Management

North Chicago, IL

- Partnered with three cross-functional teams to define requirements for a redesigned request intake system; clarified scope and negotiated trade-offs based on platform constraints and timeline.
- Built a multi-team request workflow using Power Apps + Power Automate, incorporating conditional form logic, intuitive UI patterns, and automated status notifications to reduce manual follow-up and speed completion.
- Developed a Power BI workload dashboard visualizing request volume, assignment pace, cycle times, and overdue tasks to support resource balancing and SLA monitoring.

05/2022 – 05/2023

AbbVie: Intern/Contractor, Business Solutions (Agility Squad)

North Chicago, IL

- Mentored a cohort of five interns, facilitating weekly check-ins and serving as a liaison between interns and program leadership to improve onboarding and workflow clarity.
- Gathered requirements, scoped timelines, and led development of Power Apps solutions including the PV Enquiry Tool and PPS Expert Finder, enabling faster routing of requests and smarter SME discovery.
- Applied internal team's frameworks to standardize delivery practices; authored reusable project documentation and planning templates to support repeatable development.
- Strengthened communication and presentation skills through research briefs, solution walkthroughs, and a final project summary delivered to leadership — while balancing internship and full-time academic workload.

05/2021 – 05/2022

AbbVie: Intern/Contractor, Business Solutions (Agility Squad)

North Chicago, IL

- Converted “Linkster” from desktop to Power Apps, enabling easy access to department's knowledge resources; 80,000+ internal launches to date, improving navigation and self-service.
- Conducted research for the SVP of Pharmacovigilance and Patient Safety exploring mixed-reality collaboration approaches during hybrid work adoption.
- Developed multiple Power Apps to streamline team tasks, including global safety contact lookup, link libraries, and data consolidation utilities.
- Created Power BI dashboards for International PV Excellence to track inquiry SLAs, highlight aging requests, and guide operational follow-ups — while managing 10–20 hours/week alongside full-time university coursework.

PROJECTS

AI Capabilities Showcase App (Power Apps + Copilot Studio) — Demonstrated to department VP and Power Platform CoE to support AI adoption strategy

- Co-developed an AI capabilities application to demonstrate and operationalize Copilot-powered automation use cases for business teams across the organization.
- Designed and implemented in-app AI features, including:
 - *Email parsing*: extracts key details and auto-populates request forms
 - *Audit schedule optimization*: generates efficient schedules based on roles, location, and availability
 - *Workload forecasting*: predicts future request volume from historical trends
 - *Text extraction*: captures handwritten or photographed notes and sends to OneNote
 - *Request triage*: suggests routing, priority, and request type based on description
 - *Knowledge “Ask a Source” agent*: allows users to query internal documentation from within the app

- Showcased use cases to stakeholders, helping teams identify automation opportunities and adopt AI-assisted workflows as part of our internal consulting practice.

Admin Request Portal (Power Apps + Power Automate + SharePoint)

- Designed and deployed a Power Apps Canvas request management system for the Professional Administrators team, supporting 11 distinct request types and currently handling 600+ requests annually via a centralized SharePoint list.
- Built and orchestrated multiple Power Automate workflows to manage routing, status updates, and overdue reminders, reducing manual follow-ups and improving visibility into work-in-progress.
- Optimized app performance using Power Apps best practices, including:
 - Concurrent() for parallel data retrieval
 - On-demand data loading to minimize initial load times
 - Column pruning to reduce data payloads
 - Implemented a shared “master reference list” to store common fields (e.g., requestor, assignee, form type), while maintaining individual data sources per form. This enabled consistent data display, simplified reporting, and reduced redundant lookups across the app.

Linkster (Power Apps + SharePoint)

- Designed a centralized link management app to help teams maintain and share frequently used resources in a structured, consistent format.
- Adopted across department with 80,000+ launches, becoming the primary app for onboarding, cross-team collaboration, and external vendor access.
- Especially valuable for teams using virtual machines (such as our contracting team) without bookmarking capability, ensuring reliable resource access regardless of environment.

MedDRA Version Updates Automation (Power Automate + Excel Online + Office Scripts)

- Developed a Power Automate flow leveraging Excel Online scripts to evaluate 200+ SMQ files, extract relevant MedDRA updates from version change files, and auto-generate a structured output dataset.
- Resulted in a 160x speed increase (40 hours down to 15 minutes) and improved data consistency across PV operations.

EDUCATION

08/2020 – 05/2024

University of Wisconsin-Madison — B.S. Computer Science
Madison, WI

- Dean's List