ANDY NIGRO *(pronounced N-eye-grow)*

Atlanta, GA | 770-530-3638 | andy@andynigro.com | andynigro.com | linkedin.com/in/andynigro

MICROSOFT CERTIFIED DYNAMICS 365 FUNCTIONAL CONSULTANT – CUSTOMER SERVICE

Strategic, customer-focused leader with 25+ years of experience delivering software, data, and customer solutions. Proven ability to align technology with business goals, streamline operations, and elevate customer experience. Blends product, UX, and service-process expertise with newly earned Microsoft Dynamics 365 Functional Consultant certification.

Core Skills: Dynamics 365 (Customer Service & Sales) • Power Platform • Power Automate • Dataverse • Power BI • Requirements Gathering • CRM Implementation • Process Automation • Agile • UX/UI Design • Stakeholder Collaboration

PROFESSIONAL EXPERIENCE

Director of UI/UX & Product Strategy | Procare Solutions – Atlanta, GA | 2006–2024

- Led a multidisciplinary team of UI/UX and business analysis experts that designed and delivered software solutions serving over 1,800 organizations nationwide.
- Partnered directly with customers and stakeholders to identify operational challenges, define software requirements, and architect end-to-end user experiences — including data capture workflows, report and dashboard design, and usability testing. Delivered clear specifications and prototypes to the development team, ensuring seamless implementation and measurable business impact.
- Applied CRM and case management principles to design customer tracking systems and automate workflows.
- Introduced Agile and Azure DevOps, reducing release time by 100% and improving feature delivery.
- Partnered with education organization, WestEd, to design a module to track, analyze, & report DRDP assessment information that increased revenue by 30%.
- Drove customer engagement and training by presenting at user group meetings, conferences, and client visits.

Director of Technical Support | ChildPlus Software – Atlanta, GA | 2000–2006

- Oversaw client success operations for 500 agencies and 10,000+ users.
- Built structured incident tracking and escalation systems analogous to Dynamics case management.
- Improved customer satisfaction by 30% through team training and process automation.

EDUCATION & CERTIFICATIONS

B.S. in Business Administration (Marketing, Minor in Economics) – University of Florida
Microsoft Certified: Dynamics 365 Customer Service Functional Consultant (MB-280)
Additional: UX Design Leadership • Product Discovery • UX/UI & Research Certifications

TOOLS & TECHNOLOGIES

Dynamics 365 • Power Platform • Power BI • Azure DevOps • Figma • Microsoft 365 •
Adobe Creative Suite