ERIC M. LEE

2810 Hannen Street
DuPont, WA 98327
eric.m.lee1@gmail.com

Greater Seattle Area or Remote Only (No Relocation)
Power Platform Developer
C2C Only

PROFESSIONAL QUALIFICATIONS

- Master's Degree (MBA, IT Management, Western Governor's University, 2017)
- 20+ years in technology design, deployment, configuration, and support
- IT Service & Product Management for State, DOD, and Fortune 50 organizations
- Human Centered Design (LUMI) and Change Management (PROSCI) Certified

EMPLOYMENT HISTORY

State of Washington (DOH)   **Sr. Power Platform Solutions Architect**
111 Israel Rd SE, Tumwater, WA 98501   Jul 2021 – Current
                                          Hours Vary by Concurrent Project(s)

- Serves as the chief Microsoft Power Apps subject matter expert for the Agency
- Consults with clients to determine fit and feasibility of potential Power Platform solutions implementations and strategy
- Leads (or participates in) requirements gathering, MVP scope management, and M&O support planning with cross-disciplinary project and client teams
- Architects end-to-end solution mapping with back-end (SP Online/Dataverse), front-end (Canvas Apps), and extensibility/interoperability (Power Automate, Power Virtual Agents, and Power BI)
- Rapidly designs and deploys human-centered design proof of concepts to clients
- Drives end-to-end documentation for each Solution, including code-level commenting, change log management, and requirements traceability
- Runs weekly scrum meetings to adjust to evolving priorities, to manage capacity, to update deliverables timelines, and to attend to customer expectations
- Promotes community-of-practice knowledge sharing and troubleshooting
- Efficiently deploys business solutions with a focus on friendly, frugal, and future-facing sustainability

State of Washington (ESD)   **Product Portfolio Manager**
640 Woodland Square Lp SE, Lacey, WA 98503   Aug 2019 – Jul 2021
                                                                40 Hours/Week

- Plans and oversees the design and implementation of strategic technology improvements, enhancements, and solution implementation

- Oversees the collection, analysis, and translation business requirements into technological and technical specifications
- Manages the feature/requirements backlog and roadmap to drive product delivery
- Scopes, designs, develops, deploys, and sustains M365 and Power Platform solutions to internal and external users
- Collaborates in the procurement and competitive bidding process to ensure that bidders are properly vetted and appropriately scored against requirements

State of Washington (ESD)   **Business Systems Manager**

212 Maple Park Ave SE, Olympia, WA 98501   May 2017 – August 2019

                                                                                            40 Hours/Week

- Implements service delivery based on ITSM best practices
- Works directly with business to discover, design, develop, and deploy technology solutions
- Administers and supports SharePoint, Orchard CMS, and Confluence platforms for internal and external collaboration
- Supervises the training and service desk teams and provides direct oversight for training and content deliverables (quick reference guides, knowledge articles, technical specifications, and system/workflow diagrams)
- Serves as the liaison between business and IT, ensuring that complex technical issues are properly translated to customers and that business needs are technically transposed for IT
- Identifies, plans, and implements methods of improving value stream propositions and execution for customers by leveraging available technologies
- Manages vendors and contracts related to the delivery of key business services and technologies

State of Washington (SBCTC)   **Service Desk Manager**

1300 Quince St., Olympia, WA 98501   June 2014 – May 2017

                                                                                            40 Hours/Week

- Manages service delivery processes, directs and assists support staff, and exceeds support goals for business functions at all 34 State community and technical colleges
- Queries, data models, analyzes, and generates ITSM business reports to key stakeholders
- Leverages inferential statistics to perform root cause and trend analysis while identifying areas for process improvement initiatives
- Researches, coordinates, and directs pilot projects to improve service delivery operations
- Serves as the technical subject matter expert for enterprise application support
- Administers, configures, and supports the Agency ITSM service desk platform
- Serves as a business escalation point of contact for key external stakeholders

Amazon.com   **Digital Resolution Lead/Supervisor**

550 Terry Ave N, Seattle, WA 98109   July 2012 – June 2014

- Serves as the primary point of contact for technical issue escalation for both internal and external customers
- Monitors and maintains service levels and operating level agreements across hybridized (on-site and virtual) teams to meet business needs
- Communicates and coordinates across varied teams and disciplines to perform root-cause analysis and process improvement
- Protects the customer experience by ensuring timely, accurate, and friendly service
- Works with related teams to continuously measure performance data
  - Proactively utilizes business intelligence and quality-in/quality-out tools to adjust practices and procedures to best fit the customer experience
- Protects the Customer Experience: audits employee communication with customers, analyzes customer survey response metrics, conducts behavioral coaching with employees, and recommends data-driven methods to further improve customer satisfaction

United States Army   **Brigade Information Systems Manager (CPT, O-3)**
2380 Haan Rd., Fort Bliss, TX 79916   June 2007 - July 2011
                    40 Hours/Week

- Plans, supports, maintains, and directs Service Desk and internal Customer Service Operations for a cross-functional organization of over 4,000 Soldiers
- Performs strategic planning to set priorities, focus resources, and continually assess the organization's information technology operation's readiness
- Forecasts and defines infrastructure services and enterprise architecture requirements based on dynamic security, compliance, and operational performance
- Authors and maintains Standard Operating Procedures and Knowledge Management assets to define professional guidelines for established security and service delivery
- Plans, directs, and tracks project completion from concept through implementation, and continues to provide support and guidance for lifecycle projects
- Builds teams, resolves conflicts, and professionally develops staff with relevant IT skills, training, and certifications

EDUCATION

PACIFIC LUTHERAN UNIVERSITY   Tacoma, WA (2007)
Bachelor's Degree in Political Science

WESTERN GOVERNOR'S UNIVERSITY   Salt Lake City, UT (2017)
MBA, Information Technology Management

PROFESSIONAL ACHIEVEMENTS

ARMY COMMENDATION MEDAL, OAK LEAF CLUSTER (2ND AWARD)

NATIONAL DEFENSE SERVICE MEDAL
GLOBAL WAR ON TERRORISM EXPEDITIONARY MEDAL
GLOBAL WAR ON TERRORISM SERVICE MEDAL
ARMY SERVICE RIBBON & PARACHUTIST BADGE

ERIC LEE

- DuPont, WA, US

Contact Information

- nh0-r86-m2f@mail.dice.com

Work History

Total Work Experience: 9 years

- **Sr. Power Platform Solutions Architect State Of Washington (Various)**
  Jun 01, 2014

Education

- **Masters** | WESTERN GOVERNOR'S UNIVERSITY

Skills

- **business analysis** - 15 years
- **azure devops** - 5 years
- **m365** - 5 years
- **user experience design - hcd (luma** - 5 years
- **sharepoint online** - 4 years
- **power apps** - 3 years
- **power automate** - 3 years
- **power platform** - 3 years
- **power bi** - 1 years
- **analysis**
- **army**
- **army e learning**
- **articulate storyline**
- **coaching**
- **command**

- **defense**
- **dod**
- **government**
- **instructional designtradoc**
- **leadership**
- **leadership development**
- **management**
- **military**
- **military experience**
- **military logistics**
- **military operations**
- **operational planning**
- **operations management**
- **organizational leadership**
- **program management**
- **project management**
- **project planning**
- **public speaking**
- **software documentation**
- **strategy**
- **team building**
- **training**

Work Preferences

- Likely to Switch: True
- Willing to Relocate: False
- Travel Preference: 0%
- Work Authorization:
    - US
- Work Documents:
    - US Citizen
- Desired Hourly Rate: 65+ (USD)
- Desired Salary: 130,000+ (USD)
- Security Clearance: False
- Third Party: False
- Employment Type:
    - Part-time
    - Contract - Corp-to-Corp
    - Contract - Independent
    - Contract to Hire - Corp-to-Corp
    - Contract to Hire - Independent

Profile Sources

- linkedin: https://www.linkedin.com/in/wahtsericlee
- linkedin: https://linkedin.com/in/eric-lee-351b4513
- linkedin: https://linkedin.com/in/waesdericlee
- linkedin: https://linkedin.com/in/wasbctcericlee
- Dice: https://www.dice.com/employer/talent/profile/e33629a381e53bac02a7703b8b585812