Elijah Charo

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Professional Summary

Mission-driven IT and Data Operations Technician with 4+ years of experience managing SharePoint environments, automating enterprise workflows, and building Power BI dashboards for large-scale government operations. Skilled in Microsoft 365 tools, Power Platform, and data-driven process improvement. Active Top Secret clearance and a strong foundation in cross-functional team collaboration, digital transformation, and secure system administration. Currently pursuing PL-300 (Power BI Data Analyst Associate) and CompTIA Security+ certifications to support a transition into civilian tech roles.

Technical Skills

- Platforms: SharePoint (Modern & Classic), IntelShare, Microsoft 365 (NIPR, SIPR, JWICS)

- Power Platform: Power BI, Power Automate, Power Apps, Microsoft Forms

- Languages & Tools: HTML, CSS (basic), JSON, PowerShell (basic), API integration (limited experience)

- Data & Reporting: Dashboard creation, metrics tracking, data modeling, record management

- Workflow Automation: SharePoint Designer, Power Automate, Nintex

- Other Skills: Records management, FOIA, Publications and Forms, Training/briefing delivery

Experience

Administered and maintained a SharePoint site collection comprising over 300 sites across NIPR, SIPR, and JWICS enclaves, ensuring operational integrity in a classified, mission-critical environment.

Resolved SharePoint service requests and user tickets, including creating and updating lists, libraries, and web parts. Applied basic HTML and CSS for web part customization and styling enhancements.

Monitored and managed SharePoint Designer and Power Automate workflows that integrated with enterprise SharePoint data. Automated email alerts and business processes for 49,000+ personnel across 16th Air

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Force (NAF).

Designed, deployed, and maintained solutions using Power BI, Power Automate, Power Apps, and Microsoft Forms. Primary expertise in SharePoint and Power BI with increasing proficiency in Power Automate; contributed to Power Apps development.

Created interactive dashboards and reports, including API-based data integration, aligning with Air Force-wide focus on data-driven operations.

Supported FOIA and records management, along with publications and forms, building on a foundation as a legacy Knowledge Manager (2020-2023) and now as a Data Operations Technician (2023-Present) with an emphasis on process automation and M365 integration.

Managed legacy SharePoint (classic experience) solutions on secure enclaves via IntelShare, including advanced Nintex workflow development and secure site creation.

Collaborated with full-stack Microsoft developers to deliver a tasking solution leveraging Power BI dashboards, Power Apps interfaces, SharePoint data, and Power Automate workflows (14 custom flows built in under 3 months) for real-time status tracking and notifications.

Developed multiple Power Apps and workflow-based solutions, including contributions to deployed environments (documented in EPR). Not all products are live, but hands-on experience includes the full lifecycle of Power Platform solution design and deployment.

Certifications

- PL-300: Microsoft Power BI Data Analyst Associate (In Progress)

- CompTIA Security+ (Planned)

- Top Secret (TS) Clearance - Active

Education

Community College of the Air Force (CCAF) - In Progress

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Associate of Applied Science in Avionics Systems (9 credits remaining)

Expected Completion: TBD

Harlandale High School, San Antonio, TX

High School Diploma, May 2019

Dual-credit coursework completed at Palo Alto Community College