Kayten Girn   07794533763

Profile

Strategically focused IT professional with a proven history in delivering impactful solutions. Skilled in developing high-quality Power Apps, driving significant time savings, and solving regulatory issues. Strong expertise in Power Apps and Power Automate, dedicated to innovation and efficiency.

Employment History

June 2022 – Present   -   NFU Mutual
Junior Developer

Job profile
- Day to day support of COTS (Customer Off-The-Shelf) applications.
- Part of projects upgrading systems, including moving our finance system to Azure.
- Design, development and implementation of a number of Power Apps, encompassing use of Power Automate and Fabric components.
- Providing automation solutions for teams to address process inefficiencies.
- Take part in 'Hackathons' to help build PoC applications, often in collaboration with Microsoft.

Achievements
- Innovated a streamlined process for automating Business Change Forms by integrating Microsoft Forms with Azure DevOps, eliminating manual PDF handling and directly inputting form responses as work items, significantly enhancing efficiency.
- Championed the adoption of Copilot within my team, leveraging its capabilities to summarize meeting transcripts and reduce manual effort, thereby enhancing workflow efficiency and boosting overall team productivity.
- Worked with a Microsoft developer on creating and implementing a Power App for the Health and Safety department that allowed them to capture audits and generate reports.

October 2020 – June 2022   -   NFU Mutual
Customer Service Assistant

- Maintained comprehensive customer records and documentation using Dynamics CRM.
- Managed incoming phone calls from customers seeking assistance with insurance policies, including issuing new policies, and making amendments across various policies covering products such as cars, houses, and boats.

July 2020 – October 2020   -   Marks and Spencer
Customer Service Assistant

Education and Qualifications

Sept. 2016 – July 2020   Keele University

BA Economics and Finance

Professional Qualifications
- ITIL 4 Foundation
- Quanta Install and Configure Windows Server 2019, 2016 and 2012
- Microsoft SQL Server Essentials
- Microsoft Azure Fundamentals

References

Available on request.