

# Jonathon Hackbarth

Enterprise Solutions Architect – Microsoft 365 & AI Innovation

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Enterprise Solutions Architect with 18+ years driving transformational cloud initiatives in Microsoft 365, Power Platform, and Azure ecosystems. Specialized expertise in M365 Copilot implementation (Microsoft first pilot program participant), AI-enhanced workflow automation, Graph API architecture, and government/financial sector compliance. Proven ability to architect scalable solutions delivering measurable business impact: \$15M annual automation savings, 90% support ticket reduction, 100k+ user governance frameworks. Combining deep technical expertise with strategic vision to build enterprise-grade solutions that solve critical business problems at scale.

## Experience

### Senior Microsoft Power Platform, SharePoint & Applications Developer III Aug 2025 - Present [Alpha Omega](#)

Senior developer specializing in Microsoft Power Platform and SharePoint solutions, driving enterprise application development and cloud transformations.

- Architecting and leading development of enterprise Modern Web App Add-In for Office, seamlessly integrating Outlook and SharePoint for advanced document management capabilities
- Leveraging AI-enhanced workflows to accelerate development velocity and enable rapid feature prototyping, delivering solutions faster and more efficiently to clients
- Delivering strategic consulting services for government contracts with rigorous compliance and security requirements
- Collaborating with Financial and Legal institutions on mission-critical applications requiring regulatory adherence and data protection standards

### Engineer II - Microsoft M365 Admin, Power Platform Admin & Developer Oct 2022 - Aug 2025 [Best Buy](#)

Leading enterprise cloud transformations and AI implementations across Microsoft 365 ecosystem, including M365 Copilot pilot programs, Graph API integrations, and Power Platform automation frameworks.

- Spearheaded enterprise-wide implementation of M365 Copilot, participating in Microsoft's first Copilot pilot program
- Created internal knowledge base by integrating Microsoft Learn with proprietary enterprise content, reducing support tickets and improving operational efficiency
- Directed proof-of-concept for Copilot Studio, managing end-to-end security and accelerating time to business outcomes
- Built custom Graph API connectors for Power Platform and developed governance automation scripts
- Directed migration of SharePoint to cloud infrastructure, reducing costs and improving system reliability
- Designed enterprise automation frameworks, increasing engineering capacity by 50%

### Developer - Microsoft Power Platform and SharePoint Nov 2019 - Oct 2022 [Best Buy](#)

Developed enterprise applications achieving \$15M in annual labor cost savings through streamlined automation and quality control initiatives.

- Developed enterprise applications on Power Platform, achieving \$15M in annual labor cost savings
- Implemented control processes to reduce support tickets by 90%
- Created scalable solutions across CRM, services, and supply chain systems
- Created 50+ Power Apps, Power Automates, Azure Automations and other solutions

### Data Analyst & Automation Developer Nov 2018 - Nov 2019 [Best Buy](#)

Spearheaded enterprise automation efforts and cloud migration initiatives with focus on Graph API integrations and data analytics.

- Spearheaded enterprise automation efforts during migration projects
- Designed automation workflows leveraging Graph API endpoints for governance
- Developed Power BI dashboards, improving analytics and reporting efficiency by 40%

### Manager of Remote Support Quality Operations Jul 2014 - Nov 2018 [Best Buy](#)

Established customer success programs and led major migration projects, delivering industry-leading CSAT scores and improving workforce productivity.

- Established customer outreach program, delivering industry-leading CSAT scores for both onshore and offshore teams
- Successfully led multiple major migration projects with clear expectations and actionable milestones
- Improved workforce productivity by 20% through enhanced training and leadership development
- Implemented scalable frameworks for issue resolution

### Various Roles - Remote Senior Service Tech, Senior Service Tech, Sales Aug 2007 - Jul 2014 [Best Buy](#)

Delivered exceptional technical support and customer solutions with 95%+ first-call resolution rate.

- Delivered exceptional technical support with 95%+ first-call resolution rate
- Consistently surpassed performance metrics in speed, quality, and satisfaction
- Designed and implemented tailored technical solutions for clients

## Skills

<b>Cloud &amp; Services</b> Azure, Microsoft 365, Teams, Power Platform, SharePoint, M365 Copilot, Copilot Studio, Graph API, Office Add-ins	<b>Development &amp; Automation</b> Power Apps, Power Automate, PowerShell, Azure Automation, Custom API Development, Office JavaScript API, Modern Web Apps	<b>AI &amp; Generative AI</b> Large Language Models, OpenAI, Azure OpenAI, Fine-tuning, AI-driven full-stack development, Prompt Engineering, AI-Enhanced Workflows
<b>Data &amp; Analytics</b> Power BI, SQL, DAX, ETL Pipelines, Governance Automation, Data Visualization	<b>Programming Languages</b> Python, PowerShell, TypeScript, JavaScript, C#, PowerFx	<b>Web Technologies</b> React, REST APIs, Document Management, Outlook Integration, SharePoint Integration
<b>Methodologies &amp; Tools</b> Agile, Jira, Azure DevOps, Change Management, Compliance & Governance	<b>Consulting &amp; Professional Services</b> Government Contracts, Financial Services, Legal Services, Regulatory Compliance, Enterprise Architecture	<b>Soft Skills</b> Leadership, Collaboration, Communication, Stakeholder Engagement, Business-Technical Alignment, Strategic Consulting, Solution Architecture

## Projects

### Personal Portfolio Site

Modern static portfolio site showcasing technical work and projects

- Built with Astro static site generator for optimal performance
- GitHub API integration to dynamically display repositories and projects
- Automated CI/CD pipeline using GitHub Actions for continuous deployment
- Deployed to Cloudflare for global CDN distribution and edge computing
- Clean, performant architecture demonstrating modern web development practices

## Languages

<b>English</b> Native speaker
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