



Karsten Held

M365 / SharePoint Berater IT Support Spezialist

Karsten Held
Rothenburger Straße 32
D-01099 DRESDEN
☎ +49 176 70861679
✉ karstenheld3@gmail.com
🌐 www.karstenheld.com
in [linkedin.com/in/karstenheld3](https://www.linkedin.com/in/karstenheld3)

Personal Profile

A highly qualified and versatile consultant for SharePoint, M365, and GenAI with over 20 years of experience in IT support, software development, SharePoint architecture, and M365 solutions. Three years of experience as a SharePoint Admin and 3rd Level Support for the energy company Vattenfall. Worked in various industries, including finance, healthcare, telecommunications, and energy. Experienced in ITIL, solution architecture, full-stack development, and UX design. Leader of technical projects, trainer, and 3rd-Level Support specialist, with certifications in Microsoft technologies. Fluent in German, English, and Hungarian.

Available for freelance/contractor roles in SharePoint, M365, and GenAI development starting November 2024.

Areas of expertise

- **M365 3rd Level Support:** System rollout and support, problem solving, escalation
- **M365 & Power Platform:** Power Apps, Power Automate, SharePoint-Integration
- **Full-Stack Entwicklung:** C#, TypeScript, React, EF Core, SQL
- **Trainings:** End user trainings, SharePoint / Power Plattform online courses
- **SharePoint:** Site-Provisioning, Governance, Webpart-Entwicklung, Migrationen
- **Business Automation:** Workflows, Datensynchronisation & Integration

Career History



2019 – Now

External SharePoint / M365 / GenAI / Power Platform Consultant at [Vattenfall](#)

- 2024 SharePoint integrated market intelligence solution with Azure AI Studio / Copilot Studio
- 2023 Power App for heating device installation deviations, SharePoint site provisioning solution
- 2022 SharePoint governance, migrations, tenant reporting, trainings / webinars, version clean-up
- 2021 SharePoint development projects, on-top-application support, Power Platform development
- 2019 - 2020 SharePoint technical service coordination, primary admin, 3rd level support

2016 – 2019

External SharePoint / M365 Consultant / Developer at [GASAG](#), [Vattenfall](#), [DHL](#), [Telekom](#)

- 2019 SharePoint / Power Platform event management solution with external mailing service
- 2018 Backend / frontend optimization of internal quote generation app (C#, EntityFramework, SQL)
- 2017 SharePoint / Excel based IT Security Self Assessment solution for DHL
- 2016 SharePoint Product Inventory Management System (JavaScript); Site Provisioning App (C#)

2013 – 2015

Freelance Application Developer at [M-Events](#), [AUC](#), [GEOMAGIC](#)

- Mobile Application Development (iOS, AppGyver), Java Application Development (Vaadin)
- SharePoint Online Consulting, Office 365 and Email migrations

2012

SharePoint Consultant at [Communardo Software GmbH](#), Dresden

- SharePoint 2013 Intranet-Solutions for [Axel Springer AG](#) and [Voestalpine Group](#).

2008 – 2012

Freelance Web Designer, Application Developer

- Web-Development and Softwaretools for [Bencer](#), Shanghai and [Osyon GmbH](#), Berlin

2001 – 2008

Application Developer, Junior Fonds-Manager, Team Lead at [Vescore Solutions AG](#)

- 2006 - 2008 Developed central Asset Management Infrastructure (C#, VBA, Excel, Bloomberg)
- 2004 - 2006 Junior fund manger (Value, Private Equity)
- 2001 - 2004 App Development (Java, Swing, C#, WinForms, SOAP)

2000

Software Developer at [Dr. Grob & Partner AG](#), Winterthur

- Developed Bridge and Tunnel Management System (Visual Basic 6, ORACLE)

Education

MCP Exams

2013 – 2015

- Exam 331: Core Technologies for Microsoft SharePoint Server 2013
- Exam 486: Developing ASP.NET MVC Web Applications
- Exam 480: Programming in HTML5 with Javascript and CSS3
- Exam 488: Developing Microsoft SharePoint Server 2013 Core Solutions

OCT 1994 – FEB 2000

Master of Civil Engineering (Dipl.-Ing) at [Bauhaus-University Weimar](#)

OCT 1997 – FEB 2000

Studied Media Design at [Bauhaus-University Weimar](#) (no degree obtained).

LANGUAGES

German, English, Hungarian



Karsten Held

Factsheet

Visit www.karstenheld.com
for a detailed list of projects,
customers and screenshots.

SharePoint	Expert
Azure AI Studio	Advanced
Copilot Studio	Advanced
Azure AI Services	Advanced

Power Apps	Expert
Power Automate	Expert
Azure Function Apps	Advanced
Azure Runbooks	Advanced

TypeScript	Advanced
C#	Advanced
PowerShell / PnP	Advanced
Python	Basic

Technology Experience

Programming Languages

- C#, .NET Core, PowerShell
- JavaScript, TypeScript
- Node.js
- Java, VBA, Lua, PL/SQL
- Python
- Azure CLI

Azure Services

- Azure AI Studio / PromptFlow
- Azure Cognitive Search
- Azure OpenAI Service
- Azure API Management
- Azure App Registrations
- Azure Logic Apps
- Azure App Service
- Azure Runbooks
- Azure Functions
- Azure Storage Accounts
- Azure SQL
- Azure API Apps
- Azure CLI

Custom Backends & APIs

- SharePoint REST/CSOM API
- Dropbox REST API
- Bloomberg COM API
- Reuters COM API
- Datastream API
- Firebase REST API
- Google/Yahoo Finance REST

Microsoft 365 Components

- SharePoint Online
- Power Automate
- Power Apps
- AI Builder
- Copilot Studio
- Power Pages
- Power BI
- M365 CLI

Development Tools

- Azure DevOps
- Azure DevOps Pipelines
- VS Code, Visual Studio, ReSharper
- Jenkins
- Git, GitHub, GitHub Copilot
- NPM/Yarn, NuGet, Chocolatey
- Grunt, Gulp, ESLint
- NUnit, Jasmine, Mocha + Chai
- ANTS, dotTrace, JProfiler
- TOAD, SQL*Plus, SQL Developer

Programming Concepts

- Promises, Callbacks, Events
- Modules, Closures, Hoisting
- Lambda Expressions
- Generics, LINQ, Encoding
- Object Oriented Programming
- Functional Programming

On Premise Technologies

- Windows Server
- Active Directory
- MS SQL Server
- IIS (Internet Information Services)
- Group Managed Service Accounts

UI Frameworks & Web Technologies

- SPFx Framework (SharePoint)
- Power Apps Component Framework (PCF)
- React, JQuery, AngularJS, Sencha
- JSON Web Tokens
- CORS, GraphQL
- Blazor, SignalR
- HTML5, CSS3
- SVG, Canvas, Web Components
- Bootstrap
- WPF/XAML, WinForms
- Java Swing, Vaadin

Cryptography

- AES256, PBKDF2
- SHA256, HMAC
- CryptoJS
- .NET/JAVA Cryptography

Quality Management

- SCRUM, JIRA, Youtrack
- ITIL, ISO 9001

Services



M365 App & 3rd Level Support

Support and maintenance of Microsoft 365 solutions: SharePoint, Power Apps, Power Automate, Copilot. System rollout, user communication, escalation management. Ticket analysis and reporting.



SharePoint Solutions

Information Architecture, Solution Design, Custom Collaboration Sites, Document Management Systems, Portals, Web Part Development, Integration with Azure Logic Apps or Power Automate.



Microsoft 365 App Development

Business Process Automation, Power App Development, Extranet Solutions using Power Pages, AI Builder, Microsoft Dataverse Backends, Power Apps Component Framework, Custom Connectors.



Microsoft 365 Consulting

M365 Governance, Intranet solutions, Migration Projects, Data Loss Prevention, Retention Policies, Best Practices, Webinars, End-User Trainings, 3rd Level Support.