**ERIC M. LEE**

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## 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

40 Hours/Week

* 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