# RADHA KISHAN SHARMA

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## Profile Summary

A results-driven Microsoft Power Platform Developer with expertise in Power Apps, Power Automate, Power BI, and SharePoint. I specialize in creating custom applications and workflows that enhance business efficiency and productivity. Skilled in translating business requirements into technical solutions, I develop user-centric applications that meet complex needs. By integrating AI and Copilot technologies, I deliver intelligent, automated solutions that are modern and effective. Committed to continuous improvement and operational excellence, I stay updated with the latest advancements in AI, Copilot, and the Power Platform.

## Skills

- Microsoft Power Platform
- Power Apps development
- Microsoft Power Automate
- Microsoft Power BI
- SharePoint Online development
- Alteryx

- Power Query
- Excel VBA
- Microsoft Copilot
- Automation solutions
- Cross-functional collaboration

## Work Experience

ATOS Global IT Solutions and Services | Pune, India
**Lead Consultant (Microsoft Power Platform Developer)**
*01/2025 - Current*

- Leading enterprise-level automation initiatives using Microsoft Power Platform.
- Building Power Apps and Power Automate flows with premium connectors & APIs.
- Managing governance, security & environment setup via Power Platform Admin Center.
- Collaborating cross-functionally to design & deliver user-centric, scalable applications.

Deutsche Bank | Jaipur, India
**Associate Manager (Microsoft Power Platform Developer)**
*01/2023 - 01/2025*

- Delivered scalable automation solutions using Power Platform.
- Developed Power Apps, Power Automate flows, and Power BI dashboards.
- Integrated solutions with SharePoint for centralized data management.
- Partnered with stakeholders to align technical solutions with business objectives.

Genpact | Jaipur, India
**Management Trainee**
*08/2012 - 01/2023*

- Led a team of VBA/BI developers supporting 900+ FTE operations.
- Developed Power Platform solutions using Power Apps, Power Automate, and SharePoint to digitize manual processes and boost productivity.
- Managed full project lifecycle: requirements, design, development, testing, and deployment.
- Built dashboards using Power BI and created automation tools using Excel VBA and SQL.

Teleperformance (TP) | Jaipur, India
**Technical Support Executive**

- Resolved GPRS/3G technical escalations for BlackBerry devices.

*03/2011 - 02/2012*

Aegis BPO Services | Gurugram, India
**Senior Customer Support Executive**
*05/2009 - 12/2010*

- Ensured timely resolution and maintained customer satisfaction.

- Managed outbound call operations and team performance reporting.
- Provided actionable insights through daily performance data.

## Projects

- Work Activity Management Tracker (WAM): - Created a stopwatch-based app with real-time dashboards; improved productivity monitoring across teams.
- Demand & Vendor Management: - Delivered an end-to-end app to track and automate service requests, improving service visibility.
- Branch Feedback App: - Built a centralized system to manage internal feedback and reporting, increasing response time efficiency.
- Vacation Tracker: - Designed a PTO request app with automated approval workflows, reducing email overhead by 80%.
- Ops KPI Tracker: - Manage to Ops KPIs and track users work activity, manage Shifts, daily adherence.

## Certifications

- PL-900: Microsoft Power Platform Fundamentals
- Introduction to Microsoft Copilot
- Micro-Certification - Citizen Developer Application Creator by ServiceNow
- Advance diploma in computer hardware and networking
- Seven Start Certified on Lean digital
- Yellow belt

## Education

Rajasthan University | Jaipur
**Bachelor of Arts**
*01/2004*