**NISHEDH ADHIKARI**

**Power Platform Developer**

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# **PROFESSIONAL SUMMARY**

Strategic and results-driven Power Platform Developer with 8+ years of experience delivering enterprise-grade business applications across Healthcare, Banking, Retail, and Automotive industries. Expertise in Canvas & Model-Driven Apps, Power Automate (Cloud & Desktop), Power BI, and Dataverse, with deep knowledge of CI/CD, ALM, CoE governance, and accessibility compliance (WCAG/ADA). Skilled in integrating Dynamics 365 CE with Azure Functions, REST APIs, SAP PI/PO, CDS Views, OData, and BAPI modules. Adept at leading fusion development teams, translating business needs into scalable solutions, and driving automation-first digital transformation strategies.

# TECHNICAL SKILLS

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| **Power Platform** | Power Apps (Canvas, Model-Driven, Portals), Power Automate (Cloud, Desktop), Power BI, AI Builder, Copilot Studio, Power Pages |
| **Languages** | Azure Functions, Azure DevOps, Logic Apps, GitHub, ARM Templates, Azure Monitor, Application Insights |
| **CRM / ERP / Data** | Dynamics 365 CE, Dataverse, SAP, Oracle EBS, SharePoint Online, Azure SQL, SQL Server, AP PI/PO, CDS Views, OData Services, RFC-enabled BAPI Modules |
| **Programming & Scripting** | Power FX, JavaScript, TypeScript, C#, .NET Core, HTML5, CSS3, PowerShell, YAML, JSON |
| **Integration & Governance** | REST APIs, Microsoft Graph, OAuth 2.0, Swagger, SAML, Custom Connectors, Webhooks, SAP Middleware Integration (PI/PO) |
| **Security & Governance** | CoE Toolkit, RBAC, DLP Policies, Conditional Access, Azure AD B2C, Solution Checker |
| **Reporting & Monitoring** | Power BI, Azure Monitor, Power Platform Admin Center, Application Insights |
| **Methodologies** | Agile (Scrum/Kanban), ALM, CI/CD Pipelines, Test Automation, SLA Governance, WCAG 2.1 |
| **Operating Systems** | Windows, Linux, MacOS, |

# **EXPERIENCE**



**Senior Power Platform / Dynamics 365 CRM Developer**

**Quantum Health**

**July 2022 – Present**

* Collaborated with compliance and risk teams to ensure all workflows aligned with HIPAA, HITECH, and regulatory audit standards.
* Developed multilingual patient and provider management applications using Model-Driven Apps and Canvas Apps, deployed across U.S. and APAC regions.
* Built role-based dashboards using Power BI and Dataverse security roles for clinicians, case managers, and compliance auditors.
* Designed and configured Azure DevOps CI/CD pipelines with gated deployments, automated unit test integration, and rollback support.
* Created custom plugins and synchronous workflows using C# and .NET Core to automate claims adjudication and eligibility validation.
* Customized and extended Dynamics 365 CE (Patient Services, Case Management, and Care Coordination) to support healthcare-specific workflows, integrating with Epic and SAP.
* Designed and implemented custom business rules, synchronous workflows, and plugins in C# and .NET Core for enhanced CRM logic in care delivery.
* Created Model-Driven Apps with Dataverse security roles for claims tracking, member onboarding, and provider credentialing.
* Developed custom PCF controls interactive intake forms, real-time validation checks, and field-level formatting.
* Designed and deployed Business Process Flows (BPFs) inside CE for prior authorization, claims approvals, and multi-stage care coordination.
* Implemented Power BI dashboards embedded in CE dashboards, surfacing KPIs such as claim turnaround time, provider utilization, and patient engagement metrics.
* Supported middleware integration via SAP PI/PO, enabling secure, scalable data flows between Dynamics 365 and Epic/SAP healthcare modules.
* Integrated Dynamics CE with external systems using REST APIs, OAuth 2.0, and Microsoft Graph for unified patient records and scheduling.
* Leveraged Azure Functions to enable dynamic rule evaluation for eligibility, benefits, and claims workflow branching.
* Developed intelligent chatbots using Copilot Studio to streamline internal provider support and member knowledge access.
* Implemented Power Virtual Agents for patient self-service portals, integrated with Dataverse and Microsoft Teams.
* Partnered with SAP architects to design service-based integrations replacing legacy SAP GUI transactions (t-codes/z-codes) with CDS views and OData services.
* Deployed Power Automate Desktop flows for IT provisioning, incident resolution, and SLA-based escalations in clinical systems.
* Engineered business process automation (BPA) using Power Automate Business Process Flows to support cross-department routing and compliance workflows.
* Authored technical design specifications for offshore teams, reviewed deliverables, and ensured alignment with SAP and Epic functional modules.
* Created managed and unmanaged solutions in CE and implemented solution layering and version control strategies via Azure DevOps.
* Collaborated with business teams to map CE schema to Salesforce Health Cloud and third-party healthcare data sources for unified patient views.
* Led configuration of CE security models, defining Business Units, Security Roles, and hierarchy-based access controls for PHI protection.
* Conducted UI prototyping sessions with clinicians, incorporating Epic transactional data into Power Apps interfaces for bedside and back-office use.
* Implemented custom theming and responsive design across Power Apps using Power FX, CSS, and adaptive layouts.
* Led accessibility compliance initiatives to ensure applications met WCAG 2.1 and Section 508 standards.

**Environment:** Power Apps (Canvas & Model-Driven), Power Automate, Dynamics 365 CE, Dataverse, SAP PI/PO, CDS Views, OData Services, RFC-enabled BAPI Modules, Azure DevOps, AI Builder, Power BI, Azure Functions, Application Insights, C#, .NET Core, GitHub, OAuth 2.0, SharePoint Online, REST APIs, WCAG 2.1



# **Senior Power Platform / Dynamics 365 CRM Developer**

**ServiceLink, Pittsburgh, PA**

**Mar 2021 – June 2022**

* Built multilingual Power Pages portal for Provider Network, integrated with Azure SQL and Dataverse.
* Built multilingual Power Pages portal for customer onboarding and account management, integrated with Azure SQL and Dataverse.
* Engineered complex approval routing logic in Power Automate for multi-level financial product approvals and compliance reviews.
* Created data transformation services using Azure Functions and integrated Salesforce Financial Services Cloud via custom connectors.
* Developed dynamic PCF controls using C# and .NET Core to capture KYC, AML, and regulatory data with live validation.
* Developed middleware components using C#/.NET Core to bridge SAP workflows via BAPI modules into Power Platform applications.
* Integrated Dynamics 365 CE with Power Pages portal, using CE custom entities for client registration, onboarding, and product applications.
* Maintained role-based access controls and form scripting inside CE for financial compliance use cases.
* Conducted load and performance testing using Power BI, Azure Monitor, and custom telemetry logging.
* Utilized Dynamics 365 CE Customer Service module to track client service issues, escalations, and SLA resolutions.
* Extended CE with custom case entity fields and quick views to support financial contact center operations.
* Authored and maintained high-availability ALM templates and deployment scripts using PowerShell and GitHub Actions.
* Mentored offshore teams on SAP data mappings, integration patterns, and best practices in Power Platform development.
* Integrated enterprise-level Azure Logic Apps and Azure Functions to manage advanced rule evaluations, third-party API calls, and financial data transformation services.
* Used PowerShell to automate ALM templates, CI/CD deployments, and environment clean-up tasks in Azure DevOps.
* Integrated Power Apps with SAP PI/PO, handling data transformation and error queues for HR and financial provisioning.
* Built dynamic Power BI dashboards with drill-down capabilities, DAX-based metrics, and WCAG/ADA-compliant visuals for SLA and operational tracking.
* Created PCF controls using C# and .NET Core, enhancing app interactivity and validation logic for financial data entry fields.
* Applied WCAG 2.1 and ADA standards rigorously, ensuring multilingual accessibility and inclusive app design.
* Led integration of OAuth 2.0, SAML, and custom authentication mechanisms for secure enterprise access and compliance.
* Designed field-level security using Dataverse, aligned with financial privacy and compliance regulations.
* Conducted SAP transaction analysis (t-codes/z-codes) to define equivalent Power Platform workflows.
* Supported DevOps automation and conducted release coordination and solution versioning for three production environments.
* Built dashboards tracking SLAs, product approval cycles, and regional transaction volume across multiple states.

**Environment:** Dynamics 365 CE, Power Pages, Power Apps, Azure SQL, Dataverse, Power Automate, Power BI, Azure DevOps, AI Builder, Salesforce, SharePoint, PCF, OAuth 2.0, C#, .NET Core, REST APIs, GitHub

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# **Senior Power Platform / Dynamics 365 CRM Developer**

**First Data Corporation, Atlanta, GA**

**Feb 2019 – Feb 2021**

* Automated new hire onboarding, provisioning, and deprovisioning using Canvas Apps, Azure Functions, and SAP.
* Automated new hire onboarding, provisioning, and deprovisioning using Canvas Apps, Azure Functions, and SAP for enterprise workforce management.
* Built multilingual mobile apps with offline capability and auto-sync using Power Apps + IndexedDB to support field operations in financial branches.
* Developed middleware components in C# and .NET Core, integrating legacy SAP workflows with modern Power Platform solutions.
* Created audit tracking dashboards in Power BI to monitor IT ticket cycle times, compliance metrics, and asset reuse patterns.
* Implemented Azure DevOps pipeline policies with automated builds, unit test integration, and static code analysis for secure financial application delivery.
* Developed error queues in Dataverse with real-time user notifications via Power Automate Desktop and email connectors for incident management.
* Maintained RBAC models across HR Ops, IT Provisioning, and InfoSec roles using Azure AD B2C for compliance and security enforcement.
* Collaborated with infrastructure teams to containerize legacy business logic using Docker and executed workloads via Azure Container Instances.
* Created telemetry dashboards in Application Insights to track app usage, user journeys, and drop-off points for continuous improvement.
* Delivered internal workshops and built a reusable enterprise component library to standardize development across financial applications.
* Conducted performance tuning and large-scale load simulations using JMeter and Blazemeter to validate system stability under peak transaction volumes.

**Environment:** Power Apps, Power Automate, Azure Functions, SAP, Dataverse, Azure SQL, Logic Apps, Azure DevOps, AI Builder, Power BI, Azure AD B2C, Docker, Application Insights, Postman, JMeter, Swagger, C#, .NET Core



**Senior Power Platform / Dynamics 365 CRM Developer**

**Community Health Systems, Nashville, TN**

**Sep 2017 – Jan 2019**

* Designed and implemented Power Platform-based store operations suites 200+ retail outlets.
* Designed and implemented Power Platform–based operations management suites across 200+ healthcare facilities.
* Developed Canvas Apps integrated with barcode scanning, Zebra Printers, and custom REST APIs to streamline patient intake and inventory tracking.
* Enabled region-based environment provisioning and branding through configurable variables to support multi-site healthcare operations.
* Designed and managed Power BI dataflow pipelines, pre-aggregating SAP data for medical supply chain and financial reporting.
* Automated daily scheduling updates using Power Automate with adaptive cards pushed via Microsoft Teams for clinical and administrative staff.
* Ensured ADA/WCAG compliance with alt-text, screen-reader validations, and keyboard navigation support to enable accessible healthcare applications.
* Integrated with Azure Blob Storage to securely store patient documents, scanned forms, and clinical media submissions.
* Created deep-linking functionality inside apps and role-based drill-throughs in Power BI for physicians, nurses, and administrative users.
* Participated in quarterly business reviews and demoed upcoming features to healthcare operations leadership teams.
* Delivered comprehensive documentation, including JSON-based configuration files, user flows, and change logs for compliance audits.
* Built custom connectors using Swagger definitions and tested API contracts via Postman to ensure reliable EHR and third-party integrations.
* Developed custom workflows and plugin logic in C# and .NET Core to automate backend healthcare processes.

**Environment:** Canvas Apps, Power Automate, Dataverse, Power BI, SAP, SharePoint Online, Azure Blob, Microsoft Teams, Custom Connectors, REST APIs, Swagger, WCAG 2.1, Postman, C#, .NET Core

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