Samantha Kilzer

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Summary

Results-focused business solutions expert with strength in Microsoft Power Apps, Microsoft Flow, SharePoint, and Power Bi. Proactive leader with strengths in communication and collaboration. Proficient in leveraging knowledge of Office 365 to create and deliver advanced business solutions. Adept at working with teams in fast-faced settings.

Skills

- Power Platform Expert
- Interface design and implementation
- Microsoft Azure knowledge

- Proficient in HTML, CSS, JSON, and SQL
- Troubleshooting and resolving production issues
- Revamping system architecture

Experience

LEAD POWERAPPS DEVELOPER | 06/2020 - Current
Glazers Beer and Beverage - Dallas, TX

- Designed, developed, and tested internal business projects using the Power Platform.
- Collaborated with internal technology and stakeholders to define, design and deliver on user stories and customer demand.
- Implemented and tested enhancement feature requests to improve product functionality and extend performance.
- Documented technical specifications and project testing methods for future reference and other assignments.
- Communicated with and gathered feedback from customers about progress updates and worked to resolve specific concerns.
- Conducted full lifecycle software development in multiple software environments.
- Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.
- Revamping system architecture

LEAD POWERAPPS DEVELOPER | 01/2018 - 06/2020
365 Consulting - Bensenville, IL

- Worked closely with team members to deliver project requirements, develop solutions and meet deadlines
- Improved operations by working with team members and clients to find workable solutions
- Created and delivered dozens of major projects for various enterprises using Power Apps, Power Bi, SharePoint, and Microsoft Flow
- Determined project technical needs and coordinated specifications and requirements
- Modified existing systems to enhance performance and add new features
- Delivered end-user training allowing staff to make easy updates and maintenance to website without developer assistance
- Collected and defined customer requirements to produce product scopes
- Participated in team meetings and provided input on expected deadlines, designs and enhancements.

CUSTOMER SUCCESS MANAGER/PROJECT MANAGER | 01/2018 - 06/2020
CloudPCR - Bensenville, IL

- Trained and mentored new team members to promote productivity, accuracy and friendly customer service
- Answered customer requests with friendly, knowledgeable service and support
- Performed essential services to improve employee satisfaction, motivate employees and enhance company ability to attract and retain talent
- Developed job postings, recruited candidates and scheduled interviews to fill vacant positions
- Scheduled new hire orientation, guided new hire through on-boarding and explained new hire documentation requirements to facilitate HR processes
- Improved service quality and increased sales by developing strong knowledge of company's products and services
- Exceeded team goals and collaborated with staff to implement customer service initiatives
- Aided senior leadership during executive decision-making processes and generated daily reports to recommend corrective actions and improvements
- Created, implemented, and managed various initiatives including the help desk SOP, customer on-boarding SOP, and the new hire training/on-boarding SOP

Education and Training

University of Illinois At Urbana - Champaign, IL
Digital Marketing