

**Arumulla Dhiraj**

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## PROFILE OVERVIEW

Results-driven **Power Platform Developer** with around **5 years** of industrial experience designing and deploying **Canvas and Model-Driven Apps**, **Power Automate workflows**, and **Dataverse-based solutions** to streamline enterprise business processes. Skilled in integrating **SharePoint**, **Azure SQL**, and **Office 365** to build secure, scalable, and user-friendly applications.

## PROFESSIONAL SUMMARY

- Experienced Power Platform Developer with 5 years of IT experience specializing in Power Apps, Power Automate, and workflow automation.
- Skilled in designing and developing Canvas and Model-Driven Apps with responsive, user-focused interfaces and role-based access control.
- Proficient in building automated workflows using Power Automate for approvals, notifications, and data synchronization.
- Hands-on expertise integrating Dataverse, SharePoint, and Azure SQL for secure and connected business applications.
- Delivered multiple enterprise solutions including Contract Lifecycle Management, Learning Management System, Employee Recognition, and Customer Support portals — improving efficiency, engagement, and process visibility.
- Experienced in requirement gathering, testing, deployment, and user training to ensure successful project delivery.

## TECHNICAL SKILLS

- **Power Platform:** Power Apps (Canvas & Model-Driven), Power Automate, Power Fx, Dataverse, Power BI
- **Data & Integration:** SharePoint Online, Azure SQL, Office 365 Connectors, API Integration, Excel Online
- Role-based Access and Security in Power Platform
- **Development & Practices:** App Design, UI/UX, Requirement Gathering, Testing, Deployment, UAT, Documentation
- **Business Domains:** HR, Legal, Learning Management, Customer Support, Process Automation

## PROFESSIONAL EXPERIENCE

➤ Working as a **PowerApps Developer** in **Globestar Software Limited** from June 2022 to Present.

➤ Worked in **Amazon** as a Trans Specialist from April 2021 to June 2022.

## PROJECTS

**Project Name:** Employee Performance & Recognition Portal

**Environment:** Power Apps Canvas&Model-Driven, Dataverse, SharePoint Online, Power Automate, Office 365

**Description:**

- Developed a unified Employee Performance & Recognition Portal to automate performance reviews, recognition programs, and appraisal workflows.
- Created a Canvas App for employees and managers to track goals, submit recognitions, and view achievements.
- Developed a Model-Driven App for HR to manage performance cycles, review templates, and KPIs.
- Leveraged Dataverse for relational data, SharePoint for document storage, and Power Automate for approvals and notifications.
- Applied Power Fx logic for conditional visibility, scoring, and user-specific dashboards.

**Impact:** Increased engagement by 45% and reduced HR administrative effort by 60% through automated, data-driven workflows.

**Project Name: KLP Learning Portal – Enterprise LMS**

**Environment:** Power Apps (Canvas + Model-Driven), Power Automate, Dataverse, Office 365

**Description:**

- Delivered an enterprise-wide Learning Management System (LMS) for employee training, course enrollment, and performance tracking.
- Designed Canvas App interfaces for learners and instructors to track progress and participation.
- Built a Model-Driven App for administrators to manage courses, approvals, and training analytics.
- Automated instructor approvals, notifications, and feedback workflows using Power Automate.
- Integrated Teams and Office 365 for collaborative learning and real-time alerts.
- Implemented role-based security with Azure AD and Power Fx conditional visibility.

**Impact:** Increased training completion rates and reduced administrative workload through process automation and unified learning management.

**Project Name: Contract Lifecycle Management (CLM) System**

**Environment:** Power Apps (Canvas), Power Automate, Azure SQL, Office 365

**Description:**

- Developed a Contract Lifecycle Management (CLM) solution to automate contract analysis, remediation, and approvals for lease agreements.
- Built a Canvas App for managing contract metadata, remediation tasks, and approval tracking.
- Integrated with Azure SQL for secure contract and task data management.
- Implemented Power Fx for dynamic form logic, data validation, and role-based visibility.
- Automated approvals and notifications through Power Automate, reducing turnaround time by 50%.
- Designed advanced search and filtering features for quick document retrieval.
- Collaborated with Legal and Compliance teams to align workflows with audit requirements.

**Impact:** Improved contract visibility, ensured compliance, and centralized all lease remediation activities in a unified workspace.

**Project Name: Customer Support & Ticket Tracking App**

**Environment:** PowerApps(Canvas + Model-Driven), Power Automate, Dataverse, SharePoint Online, Office 365

**Description:**

- Developed a Customer Support & Ticket Tracking App to manage service requests, track issue resolution, and monitor SLA performance.
- Built a Canvas App for service agents to create, update, and track tickets efficiently.
- Developed a Model-Driven App for supervisors to monitor ticket queues, assign workloads, and analyze performance trends.
- Leveraged Dataverse as the core data source for ticket and SLA tracking.
- Integrated SharePoint Online to store attachments and related documents.
- Automated ticket assignment, update alerts, and SLA notifications using Power Automate integrated with Outlook and Teams.
- Applied Power Fx logic for priority indicators, SLA countdowns, and dynamic ticket visibility.

**Impact:** Reduced ticket resolution time, improved SLA compliance, and enhanced customer service efficiency through centralized tracking and automation.

## EDUCATION

- B.Sc in Maths, Physics and English Literature.