

William Dobie

POWER PLATFORM DEVELOPER RESUMÉ



Thanks for checking out my CV, I hope you find the projects section interesting.

I currently work for Anglian Water as a Quality Reporting analyst, which involves working with a lot of different stakeholders to deliver projects all across the business. I was initially supposed to be working mostly with Power BI and Callminer, our speech analytics solution, but early on in my role I identified other areas of Power Platform as having exciting potential in Anglian Water and took it upon myself to learn how to create Power Apps and Power Automate flows.

I started out by modding one of the existing business apps (The contact centre knowledgebase app at the time). It was rudimentary but functional and over the course of 3-4 weeks I was able to learn how it worked and start transforming it into what it is today. I overhauled the UX (User experience), updated the styling, and added a suite of new features. My manager was impressed with the work at the time and tasked with other projects in this portfolio over the following 24 months.

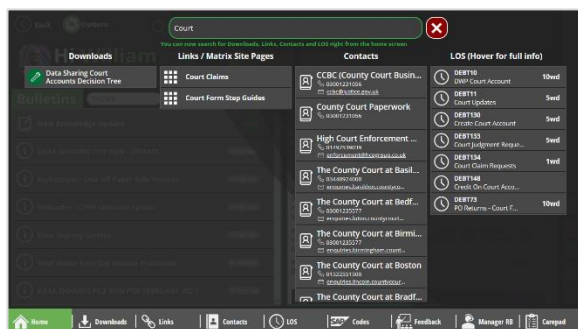
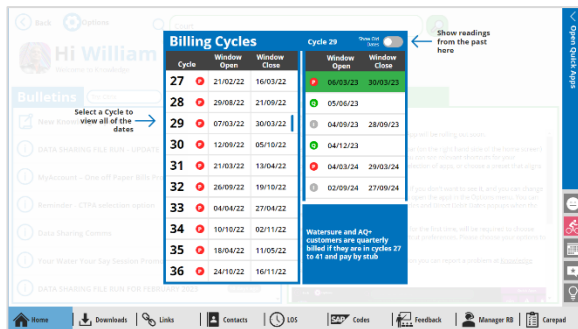
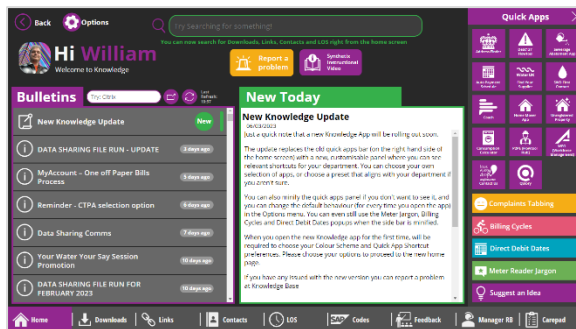
I now have two years of experience deploying Power Platform solutions and I am ready for a new organisation to help me develop my skills further.

Will

Contact Centre Knowledgebase

POWER APP

Purpose: “To provide a central hub for a contact centre agent to complete their job every day quickly and efficiently. “



Features:

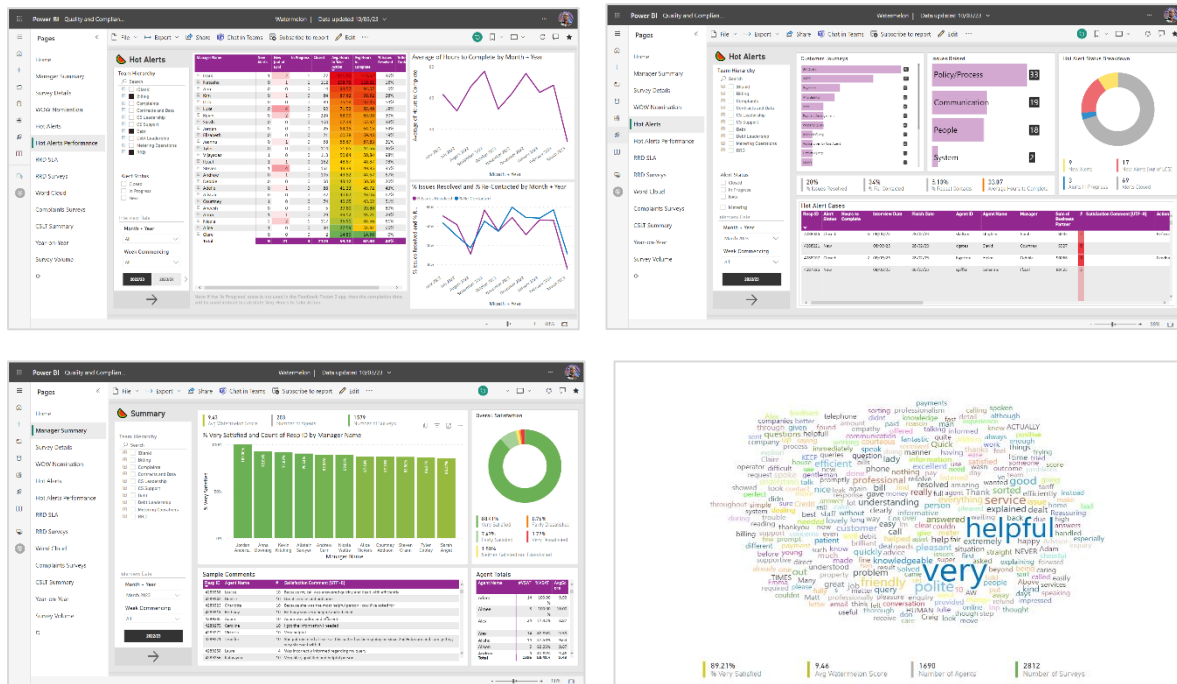
- Knowledgebase Content
 - Library of files, SharePoint pages, links, contacts & SAP™ technical guides.
 - Designed to be accessed quickly and conveniently in time pressure situations when an agent may be on a call, live chat or in the field.
- Per-User Preferences (stored in SharePoint list)
 - Customisable Quick app launcher tiles with Pre-sets based on role
 - Light & dark modes + configurable colour schemes
 - 3-step Out of box Experience to set initial settings and greet every new user
- 4 Popup applets
 - Used for showing specific internal data like upcoming direct debit dates, bill cycles and Jargon definitions and for submitting improvement ideas
- Dynamic Forms
 - Including Carepad: A robust emergency form to fill out in case the main customer system goes down
- News bulletin system
- Scalable user interface for screens of any size

Customer Surveys

POWER PLATFORM SOLUTION

Purpose: “To provide a complete, in-house solution for handling customer surveys, saving over £25000 per year compared to 3rd party solution in use prior”

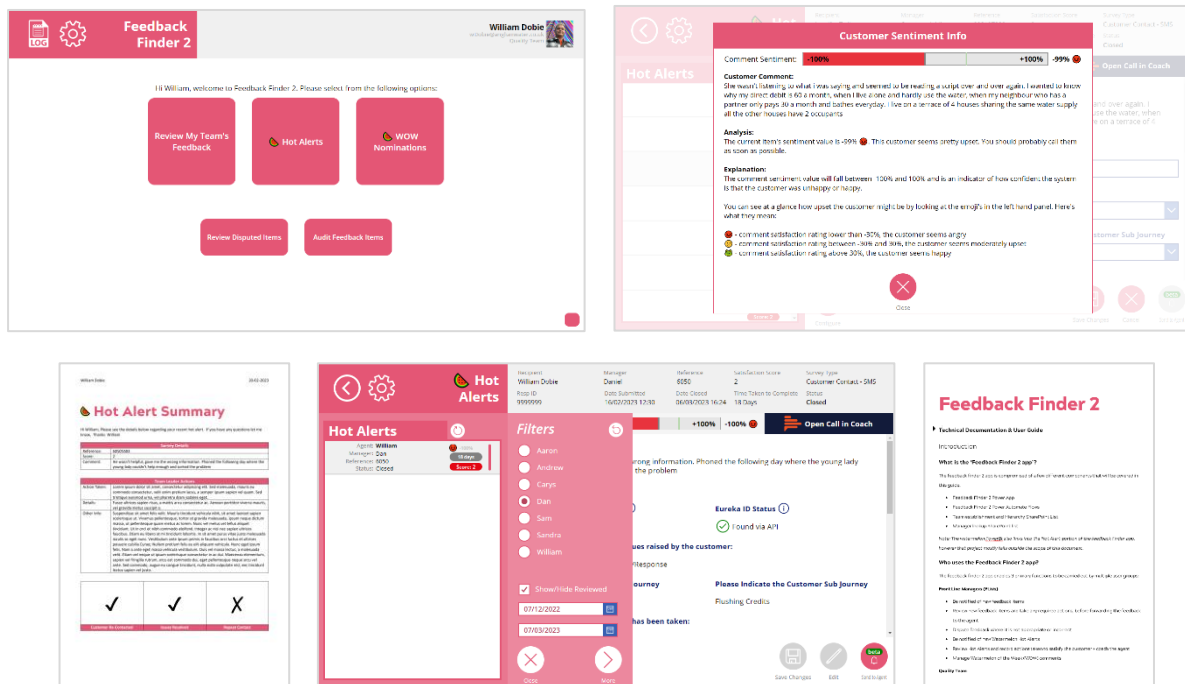
Power BI Report:



Features:

- Designed to be accessed by colleagues of all levels, from agents to department leads.
 - Row level security to protect access.
- Easy to use
 - Simple and consistent left hand filter pane that can be expanded with more detailed options.
- Link to a Power Automate flow to nominate comments for a prize draw
- Leader boards that show team leader case handling effectiveness
 - Information about time spent, % customers turned around and % customers called back.

Feedback Finder 2 Power App



Features:

- Case management software for 'Hot Alerts' (Surveys scored 6/10 or below)
 - Team leaders can listen to a call in our Coach platform, see details of the contact and record actions that they have done to resolve
- Dynamic access system based on a SharePoint team list
 - Configure menu lets you choose to view as another team leader, and this access is limited to those in the same department.
 - Administrator mode to impersonate a user during dev or testing.
- Azure Cognitive Analytics harnessed to create a sentiment index score based on the survey comment
 - Cases are then ordered by priority in the app, customers who have scored low but seem happy are lower priority (often a mis-score)
- Data flow uses a REST API to retrieve information from a 3rd party system about a contact before it is reviewed
- 23-page technical documentation and user guide provided by me to help with deployment of the project into the contact centre.

Work Experience

Quality Reporting Analyst, Anglian Water (January 2021 - Present)

- Power BI report development
- Automation for business tasks using Power Automate
- Development and maintenance of Power Apps
- Speech analytics using the Callminer Eureka platform

Customer Care Specialist, Anglian Water (Dec 2019 - Jan 2020)

- Inbound Customer Care for the Billing department
- Mentoring agents, delivering Coaching, knowledge sessions and making handouts + guides.

Education

University of Lincoln (September 2015 - July 2019)

Certificate of Higher Education, [BA Architecture]

King Edward VII Sixth Form, Kings Lynn (September 2013 - July 2015)

3x A Levels in Maths, Physics and Product Design