

Jonathon Hackbarth

Microsoft 365 Platform Engineer & Administrator | Power Platform, Copilot & AI

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Microsoft 365 Platform Engineer and Administrator with 18+ years of experience in Power Platform, Copilot, and Azure. Specialized in platform governance, DLP policy administration, Copilot Studio deployment, and enterprise ALM — bridging low-code and pro-code solutions in regulated environments. Proven track record: \$15M annual savings, 90% ticket reduction, 100k+ user frameworks.

Experience

Senior Microsoft Power Platform, SharePoint & Applications Developer III

Aug 2025 – Present

Alpha Omega

Senior solutions architect and full-stack developer driving enterprise architecture, Azure infrastructure, and cloud transformations across the Microsoft 365 ecosystem in highly regulated environments.

- Delivered enterprise POC ahead of schedule, now advancing to full deployment; compressed multi-developer, multi-month scope into <3 months with single developer using GitHub Copilot agentic workflows
- Pioneered GitHub Copilot planning, documentation, and agentic workflows; demonstrated expertise in critically analyzing AI agents to identify weak points and ensure accuracy while maximizing velocity
- Accelerated feature delivery 80-90% with AI-enhanced development, enabling 2-3 features weekly vs. 1 per sprint and daily deployment cycles vs. weekly
- Architected Outlook/SharePoint Add-In for legal professionals reducing document processing time by 80% (5–1 minute per record); solution positioned for enterprise-scale deployment serving hundreds of records monthly
- Managed end-to-end publishing and lifecycle of Office Add-In through the M365 integrated app store, including tenant deployment, app permissions, and rollout governance in a regulated environment
- Designed and built Azure infrastructure, web services, and CI/CD pipelines for automated application deployment across the M365 and Azure ecosystem
- Led requirements gathering, technical planning, and architectural decision-making driving solution direction for a complex enterprise system
- Developed comprehensive application architecture using the C4 model (Context, Container, Component, Code) to achieve alignment from all stakeholders and secure approval in a highly regulated environment for a system spanning M365, Azure, SharePoint, Outlook, and M365 Apps

Engineer II - Microsoft M365 Admin, Power Platform Admin & Developer

Oct 2022 – Aug 2025

Best Buy

Led enterprise cloud transformations and AI implementations across the Microsoft 365 ecosystem, including M365 Copilot pilot programs, Graph API integrations, and Power Platform governance and automation frameworks.

- Spearheaded enterprise-wide implementation of M365 Copilot, participating in Microsoft's first Copilot pilot program
- Created internal knowledge base by integrating Microsoft Learn with proprietary enterprise content, reducing support tickets and improving operational efficiency
- Architected and deployed Copilot Studio solutions integrating SharePoint, ServiceNow, and custom connectors; managed ALM across lower and production environments, supporting developers with structured solution export and import processes
- Published and managed Copilot Studio agents through the M365 integrated app store (Agent 365), overseeing app permissions, publishing approvals, and agent lifecycle management across the enterprise
- Built custom Graph API connectors for Power Platform and developed governance automation scripts
- Directed migration of SharePoint to cloud infrastructure, reducing costs and improving system reliability
- Designed enterprise automation frameworks, increasing engineering capacity by 50%
- Administered DLP policies across Power Platform, reducing enterprise connector surface area by 80% and establishing a structured intake and governance process for connector requests
- Established ALM lifecycle governance for Power Platform, identifying 100% of shared and business-critical apps and migrating them from personal productivity environments into defined, managed environment tiers (Dev/Test/Prod)
- Managed and mentored a team of engineers while maintaining CoE operations and platform administration, delivering enterprise-leading CSAT outcomes

Developer - Microsoft Power Platform and SharePoint

Nov 2019 – Oct 2022

Best Buy

Developed enterprise applications achieving \$15M in annual labor cost savings through streamlined automation and quality control initiatives.

- Developed enterprise applications on Power Platform, achieving \$15M in annual labor cost savings
- Implemented control processes to reduce support tickets by 90%
- Created scalable solutions across CRM, services, and supply chain systems
- Created 50+ Power Apps, Power Automate flows, Azure Automations, and other solutions

Data Analyst & Automation Developer

Nov 2018 – Nov 2019

Best Buy

Spearheaded enterprise automation efforts and large-scale cloud migration initiatives with focus on advanced transformation strategies and analytics.

- Led SharePoint migrations for 100k+ user base, managing sites up to 300GB, requiring advanced migration configurations and execution
- Architected complex transformations from InfoPath to Power Automate, Power Apps, and custom connectors enabling modernized workflows
- Designed automation workflows leveraging Graph API endpoints for governance and operational efficiency
- Developed Power BI dashboards, improving analytics and reporting efficiency by 40%

Manager of Remote Support Quality Operations

Jul 2014 – Nov 2018

Best Buy

Established customer success programs and managed support operations aligned with industry-leading standards, delivering exceptional CSAT outcomes and driving process improvements.

- Established customer outreach program leveraging Geek Squad's 90+ NPS framework, delivering industry-leading CSAT scores for both onshore and offshore teams
- Developed Office VBA add-ins for Outlook and Excel integrations, automating customer interaction workflows and reducing customer interaction time by 90%
- Improved workforce productivity by 20% through enhanced training and leadership development
- Implemented scalable frameworks for issue resolution and operational efficiency

Various Roles - Remote Senior Service Tech, Senior Service Tech, Sales

Aug 2007 – Jul 2014

Best Buy

Delivered exceptional technical support and customer solutions with 95%+ first-call resolution rate.

- Consistently surpassed performance metrics in speed, quality, and satisfaction
- Designed and implemented tailored technical solutions for clients

Skills

Cloud & Services

Azure, Microsoft 365, Teams, Power Platform, SharePoint, M365 Copilot, Copilot Studio, Graph API, Office Add-ins, Azure Infrastructure, Power Platform Admin Center, M365 Admin Center, DLP Policy Administration, Power Platform ALM, ServiceNow Integration

Development & Automation

Power Apps, Power Automate, Azure Automation, Custom API Development, Office JavaScript API, Modern Web Apps

AI & Generative AI

Large Language Models, OpenAI, Azure OpenAI, GitHub Copilot, Agentic AI Workflows, Fine-tuning, AI-driven full-stack development, Prompt Engineering, AI-Enhanced Workflows

Data & Analytics

Power BI, SQL, DAX, ETL Pipelines, Governance Automation, Data Visualization

Programming Languages

Python, PowerShell, TypeScript, JavaScript, C#, PowerFx

Web Technologies

React, Next.js, Tailwind CSS, Radix UI, Accessibility (ARIA), Fluent UI, REST APIs, Document Management, Outlook Integration, SharePoint Integration

Methodologies & Tools

Agile, Jira, Azure DevOps, Change Management, Compliance & Governance, C4 Architecture Model, CI/CD Pipelines, Policy-as-Code, Environment Lifecycle Management

Consulting & Professional Services

Government Contracts, Financial Services, Legal Services, Regulatory Compliance, Enterprise Architecture

Soft Skills

Leadership, Collaboration, Communication, Stakeholder Engagement, Business-Technical Alignment, Strategic Consulting, Solution Architecture

Projects

Personal Portfolio Site

Modern static portfolio site showcasing technical work and projects

- Built with Astro static site generator for optimal performance
- GitHub API integration to dynamically display repositories and projects
- Automated CI/CD pipeline using GitHub Actions for continuous deployment
- Deployed to Cloudflare for global CDN distribution and edge computing
- Clean, performant architecture demonstrating modern web development practices

quikconvert.app

Fast, accessible web application for converting cooking and kitchen measurements instantly

- Built with Next.js 15 and React 19 for optimal performance with server-side rendering and ~102KB production build
- Fully accessible with ARIA support, keyboard navigation, and dark mode with automatic theme detection
- SEO-optimized with structured data markup and responsive design for mobile, tablet, and desktop