Jonathon Hackbarth

Enterprise Solutions Architect - Microsoft 365 & AI Innovation

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Enterprise Solutions Architect with 18+ years of experience in Microsoft 365, Power Platform, and Azure. Specialized in M365 Copilot implementation, AI-enhanced automation, and enterprise governance. 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 full-stack developer specializing in Microsoft Power Platform, SharePoint, and Office web app development, driving enterprise application development and cloud transformations.

- Accelerated feature cycles 80-90% with AI-enhanced development, delivering 2-3 features weekly vs. 1 per sprint; enabled daily deployment cycles vs. weekly
- Delivered 8-week POC (vs. 6-month standard) for legal professionals; architected for enterprise-scale deployment
- Architected Outlook/SharePoint Add-In reducing document time by 80% (5→1 minute per record); positioned for hundreds monthly

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

Oct 2022 – Aug 2025

Best Buy

Leading enterprise cloud transformations and AI implementations across Microsoft 365 ecosystem, including M365 Copilot pilot programs, Graph API integrations, and Power Platform 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
- Directed proof-of-concept for Copilot Studio, managing end-to-end security and accelerating time to business outcomes
- 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%

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 Automations, 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.

- Delivered exceptional technical support 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

Development & Automation

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

AI & Generative AI

Large Language Models, OpenAI, Azure OpenAI, 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

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