

WILLIAM DOUGLAS HILL

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Power Platform Solution Architect · Dataverse · Power Apps · Power Automate · Federal & Enterprise

Active Secret Clearance

Power Platform Solution Architect with **9+ years across the Microsoft ecosystem (7+ in Power Platform)**. I build and architect enterprise solutions across Power Apps, Power Automate, Dataverse, Power Pages, and Power BI — from federal agencies to Fortune 50 commercial clients. I've governed Power Platform at scale, including 200+ environment tenants, DLP policy design, CoE deployment, and licensing guidance for large business units. My work focuses on replacing manual, legacy processes with scalable, low-code solutions that actually get adopted.

PROFESSIONAL EXPERIENCE

ECS Tech

Phoenix, AZ

Solution Architect / Lead Power Platform Developer

March 2023 – Present

Delivering Power Platform and cloud modernization solutions across multiple federal agencies, owning requirements, secure solution design, tenant governance, ALM/CI-CD practices, and end-to-end delivery of Model-Driven and Canvas Power Apps, Power Automate flows, and Power BI reporting.

IRS — LEGACY MODERNIZATION & COMPLIANCE

- Migrated legacy Nintex workflows to Power Automate with automated audit trails and validation rules — eliminating end-of-life platform risk and meeting IRS compliance standards
- Enabled real-time decision-making for program stakeholders by replacing manually refreshed Excel reports with live Power BI dashboards — eliminating stale data from the reporting cycle entirely
- Restored data integrity and enforced role-based access control across stakeholder groups by replacing an ungoverned Access database with a structured Model-Driven Power App

DHS — MODEL-DRIVEN APP DELIVERY & GOVERNANCE

- Replaced ad-hoc DHS intake handoffs (spreadsheets + email) with a single auditable Model-Driven app, embedded Canvas screens, JavaScript form logic, and Power Automate routing — every submission tracked from intake through closure
- Built a stakeholder-facing Power BI report against the intake data model, replacing recurring ad-hoc Excel requests with a self-serve KPI view program leads check directly

DOD — SHAREPOINT DATA MODELING & REPORTING

- Built the program's data layer on SharePoint Online with a Power BI reporting suite on top — chosen so the team could deliver structured reporting without premium licensing or a dedicated DBA
- Documented data-modeling conventions, reporting patterns, and operations runbooks so a follow-on team could maintain and extend the reports without re-deriving the model

Douglas Hill Consulting LLC

Tempe, AZ

Power Platform Solution Architect (Independent Consultant)

Feb 2023 – Present

Humana

March 2024 – Nov 2024

- Owned Power Platform governance across 200+ environments at a Fortune 50 healthcare enterprise — the single point of contact business units routed to for provisioning, licensing, and platform access, replacing an ambiguous request pattern
- Designed tenant-level and environment-specific DLP policies that blocked makers from wiring regulated data into unapproved connectors while leaving sanctioned business scenarios fully unblocked
- Deployed and operated the Power Platform CoE Starter Kit, surfacing app inventory, flow usage, and compliance posture across the maker community — the first centralized view governance and audit teams had into platform usage
- Triaged licensing requests across business units, steering each to the right SKU (standard vs. premium) for the actual workload — preventing default-to-premium upgrades that didn't match the scenario

Minnesota Department of Commerce — PetroFund Abandoned Tank Program

Sept 2025 – Present

- Architecting a Dataverse-backed Model-Driven App and Power Pages external portal to replace a fully manual, Excel and email-based process managing 1,188+ historical petroleum cleanup records across three program tracks: contractor registration, reimbursement, and abandoned tank removal
- Designed Power Pages portal authentication using Account/Contact tables to support multi-role external access for applicants, environmental contractors, and MNCommerce staff — solution targets 90% reduction in application processing errors and 50% reduction in staff processing time
- Replaced 75%+ of manual paper, email, and spreadsheet steps with multi-stage Power Automate approval routing, automated notifications, and SharePoint audit history
- Implemented ALM via Power Platform Pipelines across DEV/TEST/PROD with environment variables — making releases repeatable rather than hand-imported — and designed Dataverse alternate keys so the 1,188+ legacy-record upsert via dataflows can be re-run safely
- Modeled Site Leak table as central data hub enforcing \$2M lifetime reimbursement limits across related records, applying parental cascade relationships to maintain referential integrity across the program's complex data structure

Solution Architect / Lead Power Platform Developer

Nov 2022 – March 2023

- Centralized fragmented CRM data across 8 departments — migrating teams off individual OneNotes and Google Sheets into a unified D365 solution, establishing a single source of truth for customer engagement and sales activity
- Protected sensitive research data for HIPAA compliance by architecting a dedicated Azure tenant with SharePoint Online storage, enforcing conditional access policies that prevented unauthorized downloads on non-ASU devices — removing researcher reliance on ungoverned local storage

Arizona Public Service

Phoenix, AZ

*The largest electric utility in Arizona — 5K+ employees serving 1.2M customers across 11 counties.***IT Solutions Engineer / Analyst II**

March 2017 – November 2022

- Enabled personalized, multi-channel communications for 1.2M utility customers by implementing a D365 Marketing solution that automated customer journeys based on engagement behavior — routing unresponsive email recipients to physical mail, reducing manual outreach effort and improving customer reach
- Eliminated on-premises SharePoint infrastructure by leading cloud migration of legacy SharePoint 2010 workflows, managing an India-based delivery team and completing the project one month ahead of schedule
- Reduced enterprise travel approval workload by 50% by designing and implementing an automated Power Automate approval process, replacing a manual, email-based routing system
- Acted as internal SME for Power Platform, SharePoint, and Azure DevOps — the team other engineering groups consulted before committing to a design pattern or governance approach

TECHNICAL SKILLS

Power Platform: Power Apps (Canvas, Model-Driven), Power Automate (Cloud Flows, Approval Workflows), Power Pages (configuration, authentication, site design), Power BI (DAX, Power Query M, data modeling, RLS, incremental refresh, performance optimization), Dataverse (data modeling, security roles, alternate keys, relationships), Copilot Studio, Power Fx

Power Platform Governance & Administration: Power Platform Admin Center (PPAC), CoE Starter Kit, DLP policy design (tenant-level and environment-specific), environment strategy and provisioning, licensing (standard vs. premium, capacity planning), ALM via Power Platform Pipelines and Azure DevOps

Microsoft 365 & SharePoint: SharePoint Online (site architecture, permissions, REST API, legacy workflow migration), Teams, OneDrive, Outlook, Excel integration, M365 audit logs

Azure: Azure Active Directory, Conditional Access, Blob Storage, RBAC, HIPAA-compliant tenant configuration

AWS: S3, IAM, CloudWatch, EC2, Well-Architected Framework

Data & Integration: SQL, Azure SQL, composite models, dataflows, REST APIs, JSON, Postman, HTML/CSS, basic JavaScript

Tools & DevOps: Azure DevOps, GitHub, PowerShell, Visual Studio Code, ShareGate

CERTIFICATIONS

- AWS Solutions Architect – Associate | Amazon Web Services
- Microsoft Certified: Azure Fundamentals (AZ-900) | Microsoft
- Microsoft Certified: Azure Data Fundamentals (DP-900) | Microsoft
- Microsoft Certified: Power Platform Fundamentals (PL-900) | Microsoft

EDUCATION

Grand Canyon University — Master of Business Administration (MBA), Finance

2021

Grand Canyon University — Bachelor of Science (BS), Information Technology

2018