



# HASSAN FORD

SHAREPOINT CONSULTANT/IT OPS SPECIALIST



## CONTACT



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### Address

Brooklyn, NYC



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## EDUCATION



2020

**BA: Communications**

CUNY BROOKLYN



2017

**AA: Business Admin & Management**

CUNY LAGUARDIA

Community College



## PROFILE INFO

Friendly Sharepoint Consultant/IT Operations Specialist keen to help customers maximize product impact and usability for clients. Amiably replies to all customer queries and consistently resolves client issues. Committed to improving user satisfaction numbers and supporting return patronage across all supported products. Skills include SharePoint development, IT hardware management, software updates, operations management, documentation, sharegate migrations, power apps development, power automate workflow development, and more



## SKILLS

- **SharePoint Development**
- **SharePoint Data migration**
- **Power Automate Workflows**
- **Sharegate Migration**
- **System Performance Assessment**
- **Solution Consulting within M365/Sharepoint**
- **IT Hardware**
- **Operations management Tracking and Documentation**
- **Deliverables Documentation**
- **SharePoint Consulting**
- **SharePoint Administration**
- **Sharepoint Site Development**
- **Webpart development**



## WORK EXPERIENCE

### SharePoint Consultant

March 2020-Present

Kuinua Tech LLC | PartTime |

I was responsible for providing extensive support to multiple end clients. My day-to-day tasks involve configuring and maintaining SharePoint sites, gathering client requirements, documenting solutions, and creating user stories through Agile methodologies. Troubleshooting issues, implementing robust security through permissions, and customizing SharePoint solutions

### Responsibilities

- Supporting end clients in need of high level sharepoint development support
- Designed, Developed, Tested, and Maintained SharePoint Site(s), pages, lists, and libraries.
- Helping Architects research and document capability/configurations
- Participating in testing, definition, preparation, execution, and knowledge management associated with solutions
- Managing working sessions with technical leads
- Documenting and diagramming the M365/SPO design

- API endpoint point integration documentation
- Direct collaboration with technical team and client regarding solutions requirements
- Documentation of data models within the solution
- Knowledge management process development

## **IT Operations Specialist**

**Sep 2013-Present**

Uniqlo | Full Time|

### **Responsibilities**

- documenting technical requirements and creating user stories in an agile environment
- Develop and maintain corporate laptop and merchant system images
- Document required software updates, hardware connections, and present directly to client infrastructure needs
- Collaborate directly with vendor to best interpret client needs
- Develop and maintain an inventory of all monitors, keyboards, hard drives, modems, printers, scanners, and other peripheral equipment.
- Provision and maintain corporate managerial email accounts
- Install and maintain security updates as needed to laptops
- Document instances of hardware failure, repair, installation, and removal.
- Maintain up-to-date knowledge of hardware and equipment
- Work with end users to identify and deliver required PC service levels.
- Install, configure, test, maintain, monitor, and troubleshoot end user workstation hardware, networked peripheral devices, and networking hardware products
- Document various tickets on a monthly basis leveraging Power BI to generate reports based on Sharepoint items and statuses

## **SharePoint Admin**

**Mar 2015-Jun 2017**

Weeksville Heritage Center | Full Time |

My role involved customizing SharePoint sites to meet Weeksville's unique needs, managing content, providing user support, maintaining security, optimizing workflows, documenting solutions, and conducting training sessions. I'm here to ensure that Weeksville Heritage Center's digital workspace is tailored for their mission and operates smoothly.

### **Responsibilities**

- SharePoint site modifications, configuration of out-of-box features, and creation of pages, forms and approval workflows.
- Plan, design, implement, document, and maintain content management systems in coordination with government POCs.
- Contribute to the visual appeal of online offerings and communications.
- Assist with the operations and maintenance of customer websites, as needed.
- Support debugging of customer intranet applications as needed.
- Documenting the M365 design and configurations for SharePoint
- Documenting and diagramming the integration points between M365/SPO
- Documenting Sharepoint integration for social media posts, Microsoft stream, Power Bi and more

- Utilize connectors such as Microsoft Planner, Teams, Outlook, SharePoint Online, OneDrive, and Power Platform
- Researching the system and technical environment needs.
- Defining the scope, plans and deliverables regarding the assigned basic projects.
- Collecting detailed technical and user requirements and working with others for analyzing the collected requirements, translating into programmable solutions and also ensuring that the identified solutions meet customer expectations and needs.
- Monitoring the performance for identifying and resolving the system problems.

### **SharePoint Administrator**

**Jun 2017-Feb 2020**

Derris | Full Time|

I was responsible for configuring and customizing SharePoint sites, pages, and libraries in order to help maintain internal documents associated with marketing data for the company. I also acted as a consultant for solutions in Sharepoint . I configured our Sharepoint online pages, subsites, and document libraries. I also spent a large amount of time creating automated workflows for email marketing chains, power bi reports, and answering trouble ticket requests associated with the sharepoint environment.

### **Responsibilities**

- Proposes technical solutions to clients in resolving the problems of their SharePoint programs.
- Updates the SharePoint program when there are newly released versions.
- Optimized the features of SharePoint for a more improved and efficient operation.
- Develops system test plans and functional requirement and specification documents.
- interpret and analyze the collected data through BI
- Monitoring the performance for identifying and resolving the system problem
- Document M365 solutions and API intergration
- Create knowledge management process associated with project requirements to keep track of solutions and changes
- Create training materials and train staff on best practices associated with technical solutions
- Technical system analysis
- Analysis and design of M365/SPO solutions
- Added users, created permission groups for accessing certain document libraries and pages.
- Performed maintenance of sharepoint lists with automated workflows that automatically set certain list items to archive, copied, and moved to the archive list based on certain date data associated in power automate
- Resolved tier 1-2 SharePoint related issues
- Provided SharePoint support, end-user training, and SOP versioning
- Performed data retrieval through site collections and migration
- Ensuring sufficient storage space by performing clean-ups and archiving data.
- SQL queries/Data Analysis With Power BI