

Solution architect with 20+ years in IT and five in Microsoft business applications, currently technical solution lead on a UK defence digital programme at Capgemini. I own end-to-end architecture, design assurance and governance in regulated environments, and stay hands-on, from Dataverse security design and Power Automate through Field Service and model-driven apps to Copilot Studio and MCP. Recognised for delivering at pace while bringing calm to difficult go-lives, and for building capability in others: a practice-wide mentoring framework, certification programmes and three direct reports.

Core capabilities

Architecture & governance — end-to-end solution design, design assurance, Dataverse security model and data design, DLP and environment strategy, ALM, documentation for assurance boards.

AI & agents — Copilot Studio, Microsoft 365 Copilot extensibility, Azure AI Foundry / Azure OpenAI, MCP server design, GitHub Copilot, Claude Code.

Power Platform & Dynamics 365 — model-driven and canvas apps, Power Automate, Dynamics 365 Field Service, Power Pages, custom connectors, Dataverse Web API integration.

Leadership & advisory — discovery and scoping, backlog ownership, stakeholder management with technical and non-technical client leads, pre-sales demos, mentoring and people management.

Experience

Capgemini · Technical Power Platform Solution Architect

Sep 2024 – present

Joined as Senior Power Platform Developer / Functional Consultant; promoted in role to Technical Solution Architect (March 2026) and grade-promoted (August 2026). Exceptional performance rating, 2025. UK Ministry of Defence account.

- **Technical solution lead, passenger air transport booking workstream.** Own architecture and design documentation for a Power Platform solution on the MOD digital estate, support the business analysis workstream, and act as trusted technical advisor to the engagement manager and programme team.
- **Lead developer and client-facing technical lead on a fleet-management programme** (Dynamics 365 Field Service, model-driven apps, Power Automate) for a UK armed-forces client. Owned critical components, directed Capgemini technical resources and worked daily with client stakeholders through a difficult go-live into live service.
- Delivered the **first department-wide integration** between the solution and an external partner's system, establishing a reusable integration pattern for future programmes, and led the movement-manager application through a transition to a new governance model.
- Built **licence-management tooling and user-access automation** that produced direct financial savings and reduced operational overhead for the client.
- Turned a strained relationship with an external delivery partner into a collaborative one; contributed technical input to replans and extension proposals that grew the account.
- **Pre-sales:** delivered the technical demo on a successful bid for a UK energy utility, bringing new work into the practice.
- **Practice capability:** created the Essential Skills mentoring framework for consultants, delivering 39 cohorts against a target of 25 and recruiting a co-lead to run it; PL-900 lunch-and-learns reaching 165 participants; four-session Microsoft 365 Copilot masterclass series for a cross-country partner-management community.
- **People manager** for three consultants: supported one to promotion and another through a development plan to a positive outcome.

“Jon interacted confidently with the client on a daily basis, speaking with clarity and authority, and was clearly regarded as an SME.”

— Engagement Director, Capgemini

“A brilliant ability to come into a project and pick things up extremely quickly... will often spot errors or opportunities and fix them before others have noticed.”

— Client project manager

Experience (continued)

ANS Group · Senior Power Platform Consultant / Customer Success Architect

Oct 2022 – Sep 2024

- Delivered end-to-end Power Platform projects from ideation to deployment for clients across sectors as trusted technical advisor.
- Led development of an invoicing solution for a multi-academy trust, saving around £111k a year (~2,200 hours, ~3 FTE) and earning two 10/10 client satisfaction scores.
- Introduced ALM best practice and mentored junior consultants; Mental Health First Aid lead and People Champion.

Sword Group · Power Platform Consultant (contract)

2022

- Deployed Microsoft's Power Platform Center of Excellence toolkit, giving the client the governance and visibility needed to scale platform adoption.

QuantiQ · Power Platform Consultant (later acquired by Avanade)

Jan 2021 – Jul 2022

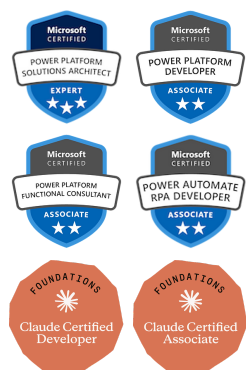
- Led a Power Virtual Agents chatbot implementation for a major retail beverage client, improving customer self-service — early hands-on experience in the technology that became Copilot Studio.
- Co-developed a Power Apps Portal for a national rail industry client, improving stakeholder engagement and access to information.

Earlier career, 2001 – 2021: application support and IT operations roles at VolkerWessels UK (enterprise HR and payroll systems), BBC, Siemens and Amazon, building broad IT service management experience across globally distributed environments.

Hands-on AI builds

- **Backlog accelerator:** an MCP server built with Claude Code and deployed to Azure that turns Teams transcripts or process documentation into structured Azure DevOps or Jira work items via Copilot Studio; being integrated into practice delivery. Predecessor open-sourced at github.com/jondoesflow.
- **Copilot mentor agents:** designed an internal proposition capturing expert consulting knowledge as governed Microsoft 365 Copilot agents, covering elicitation method, grounding architecture and governance model, from discovery to proof of concept.
- Built a GDS-compliant React portal with GitHub Copilot; lead the practice's Frontier Transformation Engineer programme (Microsoft Titan badge holder) and present on the practice AI Innovation calls.

Certifications



Power Platform & Dynamics 365 — Power Platform Solution Architect Expert · Power Platform Developer Associate · Power Platform Functional Consultant Associate · Power Automate RPA Developer Associate · Dynamics 365 Field Service Functional Consultant Associate

AI & agents — Agentic AI Business Solutions Architect · Azure AI Engineer Associate · AI Transformation Leader · AI Business Professional · Microsoft 365 Copilot & Agent Administration Fundamentals · GitHub Copilot · Azure AI Fundamentals

Microsoft Applied Skills — 29 earned, including Copilot Studio agents, autonomous agent capabilities, Microsoft 365 Copilot extensibility, canvas and model-driven apps, Azure monitoring, cloud security and Microsoft Purview

Anthropic — Claude Certified Developer – Foundations · Claude Certified Associate – Foundations

Foundations & internal — Azure, Microsoft 365, Security Compliance & Identity and Power Platform Fundamentals · Capgemini L0 Architecture Certification (Feb 2025), progressing to L1 · Mental Health First Aider

Community & education

Co-organiser, East of England Power Platform Summit 2026 · co-host, Sprint Zero Podcast · speaker at UK Microsoft user groups on consulting skills, Copilot and neurodiversity · custom connector article featured by SharePoint Europe · writes at jondoesflow.com.

BSc (Hons) Business Information Technology — Southampton Institute, 2001