

JEVON HILLS

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Profile

Jevon is a creative, thorough, and tenacious Solutions Developer turned Product Owner/Solution Architect. With an extensive history of maximizing product value, building high-performing teams, and outstanding client support, Jevon is a resourceful and self-motivated team player with exceptional self-education and interpersonal communication skills.

Working with the entire project team, Jevon designs and delivers products and processes which are Effective, Efficient, and Evolving allowing clients to leverage their solutions.

Areas of Knowledge

Industries

- Information Technology Service Management (ITSM), Government, Legal, Health Insurance, Justice, Health / Safety / Environmental Services, Health Services and Housing Support, Education, Sales

Applications

- MS Dynamics 365, MS Power Platform (Microsoft Power Apps, Microsoft Power Automate, Microsoft Power Pages, Microsoft Power BI), MS SharePoint

Management Consulting

- Project Planning, Solution Architecture, Solution Implementation, Software Development Lifecycle

Methodologies

- Scrum, SAFe, Agile, Domain Driven Development (DDD), Extreme Programming (XP), Test Driven Development (TDD), Behaviour Driven Development (BDD), Service Oriented Architecture (SOA)

Productivity Tools

- MS Azure Boards, MS Azure Pipelines, MS Azure Repos, MS Azure Test Plans, MS Azure Artifacts SharePoint, XrmToolBox, Balsamiq

Software Development Tools

- C#, Java, JavaScript, MS Visual Basic (VB), VBScript, XML, HTML/HTML5
- MS SQL Server, Oracle, MySQL, Sybase, OpenBase SQL, Postgres, MS Access
- SSRS, SSIS, MS Message Queuing (MSMQ), SOAP, RESTful Web Services, Dapper
- ASP.NET, ASP.NET MVC, Bootstrap, jQuery, JSON, PHP

Certifications / Designations

- Power Platform Solution Architect Expert – Microsoft (Dec 13, 2022 – Dec 13, 2025)
- Power Platform Functional Consultant Associate – Microsoft (Feb 22, 2021 – Feb 22, 2026)
- Power Platform Developer Associate – Microsoft (Mar 1, 2021 – Mar 1, 2026)
- Dynamics CRM 365 Customer Service Functional Consultant Associate – Microsoft (July 27, 2022 – July 28, 2025)
- Power Platform Application Maker Associate – Microsoft (Mar 9, 2021 – Mar 9, 2025)
- Professional Scrum Product Owner - Scrum.org (Feb 2016)
- Professional Scrum Master - Scrum.org (Feb 2015)

Skills and Experience

NTT Data/Sierra Systems (Feb 2018 – Present)

Senior Solution Architect / Scrum Master / Technical Team Lead / Senior Functional Consultant

- Worked on 15+ projects spanning multiple industries including Information Technology Service Management (ITSM), Government, Legal, Health Insurance, Justice, Health / Safety / Environmental Services, Health Services, Regulatory, Oil and Gas, Education, and Sales
- Spearheaded the design and development of 9 solutions using D365/Power Platform as a Senior Solution Architect, Technical Lead, and Functional Consultant
- Outlined the full scope of the of Project Solutions, ensuring accurate project estimation and innovative solution design culminating in the delivery of the Statement of Work (SoW)
- Created product backlog to organize the features and user stories, which ensured that the product was developed in accordance with client needs
- Increased project delivery speed and quality by championing Azure DevOps adoption
- Designed and configured the fully automated CI / CD lifecycle for the RIMS2 applications and services
- Designed and implemented work item process flows using Azure DevOps Boards providing transparency and understanding of the product backlog
- Improved project lifecycle and stakeholder satisfaction by mentoring team in Agile practices
- Conducted sprint planning, daily Scrums, retrospectives, and reviews optimizing project workflow
- Streamlined project delivery by promoting Scrum and Agile methodology
- Pioneered integration of cutting-edge automation, tools, and processes in projects streamlining and enhancing software delivery and life cycle management
- Created and executed structured test plans against the MS Dynamics CRM validating solution completeness
- Technical Environment: Azure DevOps MS Dynamics CE 365, Power Platform, XrmToolBox

Adoxio Business Solutions (Jul 2016 – Oct 2017)

MS Dynamics CRM Consultant

- Pioneered the creation and implementation of the MS Dynamics Consultant ITSM which spanned from Discovery requirements gathering through Delivery and final sign off using MS Azure DevOps as the primary tool
- Trained and supported peers in using the ITSM Methodology for consistent project delivery
- Provided business analysis and requirements gathering services to clients for the development and implementation of MS Dynamics CRM 365 / CRM 2016, and portal solutions
- Acted as the product owner on behalf of clients ensuring the delivery of effective solutions
- Reviewed, analyzed, and evaluated business and user needs
- Created business requirement documents, functional design documents, and gap analysis documentation
- Managed the project backlog of epics / features / product backlog items (user stories) for the Development Team
- Created test cases from analyzing business, functional, system requirements, and diagrams during the Design Phase of projects resulting in 100% accuracy of the goals the business wanted achieved
- Technical Environment: MS Dynamics CRM 365 / Portals, MS Dynamics CRM 2016, ADX Portals

Calgary Board of Education (Feb 2014 – Jul 2016)

Systems Analyst

- Worked as the Scrum Master and Development Team Lead for the Online Transportation Registration Project. The Online Transportation Registration is the most successful product launch in CBE history
- Exceeded the annual uptake goal for Online Transportation Registration within 2 weeks of the launch. The final uptake was over 80% of the user base for a new product launch
- Architected and Developed a new Service Oriented Architecture (SOA) system to create a common source for corporate domain objects
- Worked as the Primary Developer and Architect for custom applications related to the Fee Waiver System
- Technical Environment: MS SQL, T-SQL, SSRS, SSIS, ASP.NET, Dapper, MVC, C#, JavaScript, jQuery, Ajax, ReSharper, HTML5, CSS

El Camino (Sep 2002 – Present)

Founder / Sole Proprietor

- Founded and currently operating El Camino, a tech service provider for value-driven businesses
- Implemented strategic technology roadmaps for clients like ICF Calgary Charter Chapter, Cenera, and Lead with Core Values
- Boosted clients' online visibility through innovative web design, blogging, and social networking strategies
- Provided comprehensive business solutions including software development, project management, and training
- Effectively analyzed business needs to deliver tailored IT services enhancing operational efficiency
- Technical Environment: WordPress, MySQL, ASP.NET, C#, MS SQL Server Express, T-SQL, HTML, CSS, JavaScript, PHP

Evoco Inc (Jun 2005 – Aug 2012)

Senior Software Developer (Jan 2011 – Aug 2012)

- Revamped Service Request and Incident Management processes
- Oversaw work item flow, ensuring efficient categorization and resolution
- Spearheaded cross-functional collaborations for consistent application standards
- Devised integration solutions for diverse client source systems
- Transitioned MS Access applications to ASP.NET
- Technical Environment: MS SQL Server, T-SQL, MS Visual Studio, TFS, IIS, ASP.NET, Classic ASP, C#, XML, SOAP, JavaScript, CSS, ReSharper

Maintenance Manager (Jan 2009 – Jan 2011)

- Managed the flow of work items (triage and prioritization) brought forward by Client Services and Account Managers
- Led a team of Developers creating new features, enhancing existing features, and fixing bugs in 15+ applications with regular monthly releases
- Enhanced ITSM system tools by planning and migrating source code, solutions, and work items from MS Team Foundation Server-2005 to MS Team Foundation Server-2008
- Technical Environment: MS SQL Server, T-SQL, MS Visual Studio, TFS, IIS, Classic ASP, ASP.NET, C#, XML, JavaScript, SOAP, ReSharper

Software Developer (Jun 2005 – Jan 2009)

- Spearheaded the design, development, and maintenance of corporate applications using ASP.NET
- Implemented an internal billing system, enhancing ITSM systems
- Upgraded the billing system from MS Access 2002 to 2007, ensuring up to date technology
- Maintained and enhanced 18+ legacy applications in various technologies from Classic ASP and .NET 1.1/2
- Pioneered ITSM Implementation by designing and implementing an issue tracking system using Microsoft Team Foundation Server (TFS)
- Involved at all stages of the Software Development Life Cycle (SDLC), as well as creating / editing documentation, training material, and providing demonstrations to clients and staff
- Technical Environment: VBScript, C#, Classic ASP, ASP.NET, MS SQL Server, T-SQL, XML, MS Access 2007, MS Visual Studio, TFS

Education

- Certified Professional Coach, Demers Group, Banff, AB (May 2011)
- Post-Graduate Diploma: OOST Software Development, University of Calgary, Calgary, AB (Jan 2003)
- Bachelor of Music: Tuba Performance, University of Calgary, Calgary, AB (1994)