



LOVY JAIN

Technical Architect • AI & Enterprise Solutions • Microsoft Cloud

CONTACT

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EXPERTISE

Dynamics 365 & Dataverse

Azure Cloud & AI

Copilot Studio & Agents

Power Platform

Solution Architecture

Presales & SOW

Team Leadership

CERTIFICATIONS

EARNED

- **PL-600** · Power Platform Solution Architect Expert
- **PL-400** · Power Platform Developer
- **AZ-304** · Azure Solutions Architect Expert
- **AZ-303** · Azure Architect Technologies
- **MS-600** · Microsoft 365 Developer
- **MCT** · Microsoft Certified Trainer
- **CSM** · Certified Scrum Master

EXECUTIVE PROFILE

Technical architect and senior delivery consultant with 13+ years designing and delivering enterprise-scale, AI-integrated solutions on Microsoft platforms for Fortune 500 clients across facility management, energy, pharma, healthcare, and financial services. Proven ownership across the full delivery lifecycle presales and SOW authorship, Solution Review Meetings, architecture, sprint delivery, and post-go-live stabilization. Deep hands-on expertise across Dynamics 365, Azure AI, Copilot Studio, Power Platform with a consistent track record of establishing Center of Excellence, harvesting reusable intellectual property, mentoring engineering teams, and embedding responsible AI practices aligned with Microsoft standards.

SIGNATURE ACHIEVEMENTS

- ▶ **Global service orchestration at scale.** Led the architecture of a global, AI-powered customer engagement platform on Dynamics 365, integrating React, Azure Service Bus, Azure Open AI, and serverless components to drive intelligent service orchestration across 400+ stores.
- ▶ **Center of Excellence from scratch.** Established a Power Platform COE spanning governance, DLP, ALM, and a reusable accelerator library adopted across four delivery teams reducing subsequent delivery effort.
- ▶ **Stakeholder engagement.** Led joint architecture workshops for Chevron, KPMG UK translating ambiguous business needs into decision grade technical proposals and unlocking project budgets.

PROFESSIONAL EXPERIENCE

Technical Architect (AI & Enterprise Solution)

Oct 2022 – Present

Nagarro • Clients: Sodexo, BHF • Team size: 10+ • Power Platform COE Lead

Leading technical architecture for the Mobile-first, cross-platform facility management application enabling end users to raise, track, and manage service requests across housekeeping, maintenance, IT, and security domains. MS Dynamics 365 CRM serves as the central data hub, with backend logic handled through .NET APIs and Azure Functions, fully automated via CI/CD on Azure DevOps.

- ▶ Design and deliver agentic AI solutions using Azure Open AI and Copilot Studio to automate multi-step customer workflows across service, maintenance, and helpdesk domains.
- ▶ Architected an end-to-end CRM-led customer engagement platform integrating Dynamics 365, Azure Functions, and Service Bus enabling real-time service orchestration for 1000+ global facilities.
- ▶ Designed a QR Code, Digital Concierge, etc using a modular Lego architecture integrating Dynamics 365, Azure Service Bus, Azure Functions, Blob Storage, and Application Insights.

EDUCATION

MBA (IT)

Mewar University,
Chittorgarh

2023 – 2025 · CGPA 7.28

B.Tech

Krishna Engineering College,
UPTU

2008 – 2012 · Aggregate 75%

LANGUAGES

English



Hindi



BEYOND WORK

- Community organiser
Large scale Jain community events
- Contributed on
JainKwiz.com

- ▶ Built dynamic multi-step forms rendered from Cosmos DB with conditional logic and real-time validation; delivered React-based Service Request components integrating with Dynamics 365 APIs.
- ▶ Built a Dataverse to Databricks analytics pipeline which is utilized to create Power BI reports enabling business intelligence reporting to the executive leadership teams.
- ▶ Established the Power Platform Center of Excellence and reusable delivery accelerators reducing solution build time by approximately 30 percent and enabling scalable rollout across client organisations.
- ▶ Mentored a team of 10 engineers across frontend and backend disciplines; conducted internal upskilling sessions on Copilot Studio and Azure AI Foundry.
- ▶ Managed CI/CD pipelines on GitHub Actions and GitLab with SonarQube quality gates, delivered iOS and Android mobile builds with Gradle and SDK signing.
- ▶ Worked as Individual contributor in building a Power Platform solution containing canvas and model driven app connection to various custom connectors which is deployed over 500 stores.

Associate Technical Architect

Sep 2020 – Oct 2022

HCL Technologies • Client: Chevron (Oil & Gas) · Team size: 10

Led enterprise intranet portal architecture for a global energy client with an Azure AD-secured multi-app platform and Microsoft Viva adoption.

- ▶ Led joint architecture workshops and requirement-gathering sessions with Chevron stakeholders, aligning technical solutions to business goals across multiple departments.
- ▶ Led SharePoint 2016 to SharePoint Online migration encompassing SPFx web parts, PnP provisioning.
- ▶ Implemented CSOM authentication with SharePoint using PnP.Framework.
- ▶ Automated Azure resource provisioning using Azure CLI and PowerShell.
- ▶ Architected tenant-level provisioning solutions using Azure Functions and Site Scripts enabling scalable, governed SharePoint deployments across business units.
- ▶ Implemented enterprise information governance with sensitivity labels, retention labels, and multi-stage disposition workflows.
- ▶ Configured Microsoft Viva Topics adoption and content validation workflows on the internal Knowledge base Chevronpedia.

Technical Analyst

Jul 2019 – Sep 2020

NIIT Technologies (Coforge) • Client: ExpressJet Airways (US) · Team size: 6

M365-integrated intranet portal leveraging SharePoint Online and React, connected via OAuth-based token authorization.

- ▶ Designed and delivered an M365-integrated intranet portal using React, SPFx, and OAuth-secured APIs, featuring data visualisation widgets for airline operational teams.
- ▶ Built complex widgets including performance dashboards, custom Menu using SPFx extension, graph charts, and personalized favourites.
- ▶ Created Power Automation Workflows to achieve the business process.
- ▶ Led client requirement gathering and authored technical design documents, serving as the bridge between business stakeholders and the engineering team.
- ▶ Implemented Azure Managed Identity and App Registration for secure, token-based API authentication across enterprise systems.

Developer & Offshore Coordinator

Apr 2017 – Jul 2019

KPMG • Client: KPMG UK

Intranet portal for KPMG UK to improve access to internal news, communications, and search with mobile-enabled access spanning service lines and performance groups.

- ▶ Coordinated between onshore UK stakeholders and offshore development teams managing expectations and translating business needs into technical solutions.
- ▶ Led module development, governance framework creation, and launch planning for a mobile-enabled intranet portal serving KPMG UK's global workforce.
- ▶ Created custom governance processes to monitor and control portal customizations.
- ▶ Supported presales and client advisory during bid phases contributing to RFP responses and technical sizing for multi-workload M365 and Power Platform engagements.

Developer

Feb 2016 – Mar 2017

Tata Consultancy Services • Client: Eli Lilly (Pharma)

- ▶ Built and maintained enterprise SharePoint applications for a global pharmaceutical client, delivering InfoPath forms, automated workflows, and production support within SLA using Service Now.
- ▶ Created SharePoint Designer workflows and timer jobs for business process automation.

Developer

Sep 2013 – Feb 2016

Infosys • Client: Fresenius Kabi (Healthcare, Germany)

- ▶ Developed a globally localised, cross-device responsive SharePoint 2013 portal supporting 40+ country deployments with a cross-site publishing architecture using Content Search webpart and display templates customizations along with master page and page layouts.

TECHNOLOGY STACK

AI & GENAI

Copilot Studio · Azure AI Foundry · GitHub Copilot ·
Agentic AI · Prompt Engineering · RAG

CRM & ERP

Dynamics 365 CE · Dataverse · FetchXML · Power Apps ·
Power Automate · Custom Connectors · D365 Customer
Service · PCF Controls · Power BI

AZURE PLATFORM

Functions · App Service · APIM · Service Bus · Cosmos DB
· Key Vault · Redis · Databricks · Data Factory ·
Application Insights · Azure Monitor

INTEGRATION & APIS

.NET Core Web API · REST · MS Graph · OAuth / MSAL ·
Managed Identity · Webhooks · CIAM

ENGINEERING PRACTICE

Agile / Scrum · HLD / LLD / ADR · CI/CD (GitHub, GitLab,
Azure DevOps) · SonarQube · Incident Response

FRONTEND

React · Ionic React · TypeScript · SPFx · Fluent UI ·
Tailwind CSS · i18n
