Kevin O'Neill
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Education:
Marist College, Poughkeepsie, NY
MSCS-Computer Science and Information Systems May 2000
BA-Communications/Journalism with Minor in Music May 1995

Certificates:
Agile - Certified ScrumMaster (CSM)
PL-900: Microsoft Power Platform Fundamentals

Skills Summary:
Languages: API/Webhooks, HTML/CSS, PowerShell & JavaScript
Frameworks: Agile/Scrum, AI, Architecture, BPM, Copilot, CRM, SQL Server & Windows Servers
Tools: Azure/Entra, Azure DevOps, DocuSign, Microsoft 365, MS Teams, Power Automate, PowerApps, Power BI, Power Platform, ServiceNow, SharePoint, SharePoint Online, Sharegate & Video/Stream
Soft Skills: Documentation, Governance, Managing, Project Management & Technical Writing

Work Experience:
Crown Castle-Real Estate Investment Trust/Telecommunications, Canonsburg, PA
October 2018 – Present
Microsoft 365 Software Engineer
• Planning, initiating and managing projects as the Scrum Master for major Microsoft 365 and SharePoint projects using Azure DevOps and Jira.
• Leading end-to-end phases of SharePoint solutions, aligning with organizational goals.
• Defining and analyzing metrics to be utilized to inform on the success of projects.
• Managing administrative tasks and governance for SharePoint, MS Teams, OneDrive, and DocuSign, ensuring optimal functionality.
• Providing extensive support for Microsoft 365 platform, covering SharePoint Online, MS Teams, API/Webhooks, OneDrive, Stream, Planner, PowerApps, Power Automate, Power BI, Generative AI, and Copilot.

November 2014 – October 2018
IT Services Manager
• Led a team overseeing SharePoint technologies and IT Training, ensuring project success through collaboration.
• Conducted weekly meetings to review project progress and code quality, aligning tasks with objectives and deadlines.
• Served as the primary SharePoint administrator, ensuring stability and scalability across production, testing, and development environments.
• Developed and implemented SharePoint governance planning to optimize search functionality, taxonomy, and security.
• Managed end-user computing and supervised IT forum Qumu video channels, facilitating effective communication.
• Maintained and updated help documentation and videos for http://www.ccisites.com, ensuring accessibility for users.

K&L Gates-Law Firm, Pittsburgh, PA
June 2004-November 2014
Manager, IT Training (May 2013-November 2014)
• Led a team responsible for providing extensive global training on firm-wide technologies.
• Spearheaded the creation of documentation and instructional videos of technical merit, ensuring clarity for all users throughout the organization.
Team Lead Web & Portal Solutions (June 2007-May 2013)
• Led a team responsible for the development, maintenance, testing, and implementation of the web-based environment supporting the operation of the firm's SharePoint Internet, Intranet and Extranet, Metastorm Business Process Management (BPM), and Interaction Customer Relationship Management (CRM) applications.
• Managed and supervised consultants as required by project specifications, ensuring alignment with project goals and timelines.

Practice Support Analyst (April 2004-May 2007)
• Creating web-based enhancements for http://www.klgates.com.