



BRUCE BENSON

Power Platform Engineer &
Automation Specialist

PROFILE

Microsoft Power Platform developer with three years of hands-on experience across Microsoft Power Apps, Power Automate and Power BI, Copilot Studio and Power Automate Desktop, built on almost 20 years in IT and a strong working knowledge of complex, multi-department business operations. I have designed and delivered a portfolio of around 20 automation and reporting solutions for stakeholders across trading, sales, logistics, customer support, administration and IT, turning business requirements into practical, maintainable low-code solutions.

I enjoy the full delivery cycle - working with stakeholders, building the solution, documenting it and supporting users - and I am now looking to move into a dedicated Power Platform engineering role where I can focus on this work and keep developing.

RECENT DELIVERY

MICROSOFT POWER PLATFORM

Self-initiated within my current Senior IT Support Analyst role, I've designed and delivered a portfolio of around 20 Power Platform and Power BI projects for teams across the business. Recent highlights:

- Breadth of delivery: Power BI reporting, Power Automate workflows, SharePoint sites and lists across departments including trading, sales, administration, customer support, logistics and IT. Five completed projects, several in delivery and a prioritised pipeline awaiting capacity.
- Power BI reporting: Designed and maintain a multi-page reporting suite covering store ordering, supplier charges, order compliance and order/cancellation analysis - using DAX measures, Power Query transformation and pre-aggregated tables to resolve performance issues, plus a reusable corporate theme adopted as a standard.
- Process automation: Built Power Automate solutions to remove manual effort, including a Microsoft Forms-to-Excel flow via Office Scripts. Earlier automation I delivered is estimated to potentially save around 5,000 working hours a year.
- Subject-matter expertise: Sole internal product expert for the Netcall Converse CX contact-centre platform, and the main point of contact for Power Platform queries - advising stakeholders, setting consistent ways of working, and supporting colleagues new to the platform.
- Ways of working: Manage work as a structured portfolio - a prioritised backlog aligned to business priorities, a named stakeholder per project, status tracking, time recording and documentation on completion
- Conversational automation: Built a Proof of Concept IT Helpdesk chatbot in Copilot Studio, handling self-service requests with approval routing (e.g. folder access requests to owners) and automatic Service Desk call logging, alongside a knowledge base and guided request forms.
- RPA / Power Automate Desktop: Built desktop flows including a multi-system asset reconciliation tool, cross-referencing exports from Topdesk, Microsoft Intune, Bomgar Report Support and Active Directory to surface data discrepancies - mismatched computer names against matching serials, description errors and other housekeeping issues.

CONTACT

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SKILLS

Power Apps
Power Automate
Power Automate Desktop / RPA
Power BI
SharePoint & Lists
Microsoft 365
Data modelling & integration
Dataverse (developing)
Copilot Studio
DAX (developing)

PROFESSIONAL SKILLS

Stakeholder management
Requirements gathering
Documentation & training
Continuous improvement

YEARLY PERFORMANCE

2025 – Surpassing

2024/2023/2022/2021 – Exceeding

The highest available rating, achieved five years running (renamed from "Exceeding" to "Surpassing" in 2025).

- Role model for behaviours and ways of working inside and outside of my team.
- Made a positive impact and added value to the business consistently going above and beyond requirements of my role.
- High levels of effort by taking on higher levels of responsibility with limited or no supervision.

EDUCATION

Cisco Certified Network Associate (CCNA)

BTEC National Award for IT Practitioner's Achievement

ICT System Support Computer Maintenance

North Lindsey College

2003 – 2005

REFERENCES

Ian Bolton

Service Desk Manager

Co-op Wholesale

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WORK EXPERIENCE

Senior IT Support Analyst

Co-op Wholesale / Scunthorpe / April 2012 - Present

- Provide senior end-user and device support and maintain operational stability of IT systems and infrastructure; sit on the Change Advisory Board, lead Service Desk transition, and deputize for the line manager.
- Led the end-to-end migration from the legacy contact-centre platform to Netcall Converse CX across four departments – delivering 10+ tailored training sessions to 85+ users, coordinating third-party integration and post-launch support, with formal recognition for project leadership.
- Managed the migration from legacy Cisco telephony to Microsoft Teams Voice for 260+ users across Windows, mobile and tablet devices, with ongoing administration and continual service improvement.
- Deployed and managed hardware and software across six UK offices and warehouses via Microsoft SCCM; trained and mentored 12 Service Desk colleagues; produced branded IT communications, user guides and technical documentation that reduced support demand.

IT Support Analyst

Co-op Wholesale / Scunthorpe / April 2008 – April 2012

Provided 1st-line support for end-users and devices, managed daily backups across tape and file-share systems, and continuously improved helpdesk processes towards industry-standard practice.

IT Network & Support Technician

TGB Computers / Grimsby / March 2006 - March 2007

Delivered customer hardware and software support under SLA contracts, including on-call cover; specified and set up hardware and software solutions for retail and office clients.

PROFESSIONAL DEVELOPMENT

- Microsoft Power Platform: Automate Business Processes (Microsoft Course 49766)
- ITIL Foundation v3 – PeopleCert (Credential ID GR750369207BB)
- Microsoft 365 Teams Phone (48311); Microsoft 365 Security Administrator (MS-500); SCCM 2012 – Administering & Deploying (10747 / 10748); Cisco Certified Meraki Network Operator (CMNO)
- In progress / planned: Microsoft Power Platform certification (e.g. PL-900 Fundamentals and PL-400 / PL-600).