

SHASWAR SHALI

Microsoft 365 Solutions Architect | SharePoint, SPFx & Power Platform Developer

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PROFESSIONAL PROFILE

Microsoft 365 Solutions Architect with over 15 years of enterprise IT experience, most recently designing and building business systems for multi-department organisations. Sole architect of a 1,450+ component portfolio across SharePoint, Power Automate, Power Apps and Power BI that delivered more than \$435,000 in measurable organisational value. I now also build custom React interfaces and SPFx web parts on top of SharePoint, connected through the Microsoft Graph API, and deploy web applications on Netlify and Cloudflare. MSc in Project Management, certified Scrum Master, and an active user of AI-assisted development, including Claude API integration, to speed up delivery.

KEY SKILLS

Platform Architecture: SharePoint Online architecture and administration, Microsoft 365 governance, multi-tenant management

Development & Integration: React, SharePoint Framework (SPFx), Microsoft Graph API, Entra ID app registration (client ID / tenant ID), SharePoint REST and list integration

Power Platform: Power Automate approval and notification workflows, Power Apps (custom business apps), Power BI KPI dashboards

Web Hosting & Deployment: Netlify, Cloudflare, Vercel

Automation: Business process automation, JotForm and Microsoft Forms data capture, Microsoft Dynamics ERP (procurement)

AI-Assisted Development: Claude connectors and API integration, Lovable, prompt-driven app development

Delivery & Leadership: Agile / Scrum / Kanban, stakeholder management, change management, team leadership and staff training

Infrastructure: Cloud (SaaS / PaaS / IaaS), Windows Server, Active Directory, VoIP, IT operations and compliance

PROFESSIONAL EXPERIENCE

Microsoft Development Supervisor

Jun 2025 – Present

iQ-Group Holding / iQ Labs, Sulaymaniyah, Iraq

- Design and maintain Microsoft 365 and SharePoint Online sites, Power Apps and Power Automate workflows used by several business units.
- Build custom React front ends that read and write SharePoint lists through the Microsoft Graph API, using Entra ID app registrations (client ID and tenant ID) for secure authentication.
- Develop SharePoint Framework (SPFx) web parts to add custom interfaces and functionality directly inside SharePoint pages.
- Deploy and host web applications and internal tools on Netlify and Cloudflare.
- Manage end-to-end procurement in Microsoft Dynamics ERP, including purchase orders, vendor management and supply-chain tracking.
- Use AI-assisted development, including Claude API integration and connector configuration, to prototype and ship solutions faster.
- Produce quarterly executive reports and run Microsoft Planner and Lists for project coordination across departments.

Research & Software Development Lead | PM Team Lead

Feb 2022 – Jun 2025

iQ-Group Holding / IQ Networks (leading fibre-optic ISP), Sulaymaniyah, Iraq

- Sole architect of **1,450+ solution components** across five departments, generating over **\$435,000** in documented organisational value.
- Built 12 production SharePoint environments, including a group-wide HR portal with a fully automated travel-authorisation system that runs the whole approval process through Power Automate, Microsoft Forms and

SharePoint Lists.

- Built 157 Power Automate flows for approvals, notifications and reporting, replacing all paper-based processes.
- Developed Power BI dashboards connected to Microsoft Lists for real-time KPI tracking and automated quarterly reporting to executives.
- Built an FTTx OSP tracking system that brought vendor management and field operations into one place, improving data accuracy and cutting processing time.
- Scrum Master across concurrent Jira projects; trained 50+ staff on Microsoft 365 tools and adoption.

Information Systems Administrator

Oct 2020 – Jan 2022

iQ-Group Holding, Sulaymaniyah, Iraq

- Administered the Office 365 tenant, covering user provisioning, licensing, security policies and compliance for a multi-entity organisation.
- Managed Digium PBX VoIP infrastructure, carried out IT audits and maintained organisation-wide asset management.

Multicasting & IPTV Streaming Specialist

Nov 2017 – May 2020

IQ Online (ISP), Sulaymaniyah, Iraq

- Configured multiplexers, encoders and set-top-box systems with custom firmware for enterprise IPTV delivery, and set pricing and service strategy.

IT Systems Administrator

Oct 2016 – Jul 2017

NIVA Ford Iraq, Iraq

- Administered Windows Server 2012, Active Directory, Group Policy, DHCP, DNS and Exchange 2012 hybrid environments, and deployed RDS and virtualisation infrastructure.
- Received the Outstanding Achievement Award, Ford Middle East (2016).

Earlier Roles: IT Support, CRM QA & Systems Administration

Nov 2007 – Oct 2016

Pioneer Pharmaceutical • NIVA Ford Iraq • Fanoos Telecom

- IT support and systems administration in telecoms, automotive and pharmaceuticals for 100+ users; set up IT policies, help-desk systems, SOPs and regulatory compliance.

EDUCATION

MSc, Project Management

2017 – 2019

University of Salford, United Kingdom

Thesis: Factors Affecting the Success of Agile Project Management in Software and Non-Software Industries.

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

Microsoft: Power BI Analysis & Visualisation (2024), Power Platform Fundamentals (2023)

Project & Agile: Agile Project Management, Google (2024); Scrum for Agile PM, USMx (edX); Diploma in Project Management, CPD Ireland (2023)

AI & Leadership: AI Strategy & Governance, UPenn (2024); AI for Leaders, BabsonX (edX); Leadership & Communication, HarvardX (2024); Creative Thinking, Imperial College London

Business & Technical: Diploma in Business Management, CPD Ireland (2016); Contract & Disputes Resolution (2022); Windows Server Administration & Networking (certified); ISO 9000 / ISO 14000 / OHSAS 18001

LANGUAGES

English (full professional proficiency) • Arabic (native / bilingual) • Kurdish (native / bilingual)