

TAYLOR ASKEW RITCHIE

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PROFESSIONAL SUMMARY

Business systems and CRM operations specialist with 3+ years designing and administering Microsoft Power Platform solutions for a multi-site nonprofit. Built Dataverse applications, automated workflows, dashboards, integrations, and governed data structures supporting intake, case management, fundraising, and financial operations. Combines hands-on technical implementation with process documentation, data quality, privacy controls, and end-user operations.

CORE SKILLS

Power Platform: Power Apps (Model-Driven and Canvas), Dataverse architecture and security, Power Automate cloud flows, Power BI dashboards, SharePoint, Microsoft 365

CRM & Data Operations: CRM administration, relational data modeling, data quality and hygiene, record auditing, migration, normalization, system-of-record management, KPI reporting

Development & Integration: JavaScript web resources, Python, REST APIs, Microsoft Graph, OAuth and service principals, SQL/OData/FetchXML, Stripe, Supabase, Git/GitHub

Process & Governance: Workflow design, business process mapping, SOPs, technical documentation, access controls, privacy segmentation, human-in-the-loop automation

PROFESSIONAL EXPERIENCE

Development Administrator | 09/2022 - 04/2026

William S. Davies Homeless Shelters, Inc. - Rome, GA

- Served as the sole business systems builder and administrator for a multi-site nonprofit operating two shelters on a 24/365 schedule, supporting intake, case management, fundraising, grant, and financial workflows.
- Designed, built, and maintained a Microsoft Power Platform environment with Model-Driven and Canvas apps, Dataverse tables and relationships, field-level security, Power Automate cloud flows, Power BI dashboards, and 21+ JavaScript web resources.
- Designed and completed a migration of 483+ Stripe payment records using a four-tier customer-matching process, achieving an 89.7% automatic match rate on bank transactions and eliminating most manual reconciliation.
- Developed a Python Model Context Protocol server with CRUD operations against Dataverse and built integrations using Stripe, Microsoft Graph, Supabase, OAuth, and service-principal authentication.
- Implemented privacy-segmented data structures and access controls for sensitive client, donor, and personnel records while maintaining operational reporting and usability.
- Administered CRM and payment-system records for 540+ donors representing \$1.4M+ in revenue and built reporting that gave leadership visibility into donor, grant, and operational activity.
- Authored the organization's first Operations Manual and Employee Handbook, documenting system use, administrative processes, privacy practices, and operating procedures.

Community Resource Navigator | 10/2021 - 05/2022

United Way of Rome / Floyd County - Rome, GA

- Built and maintained the partner-resource database used to match residents with services, identify coverage gaps, and analyze community need trends for partner organizations.

Programs Coordinator | 06/2019 - 09/2021

Rome Floyd Chamber - Rome, GA

- Coordinated data, payments, sponsors, vendors, marketing, and logistics for Chamber programs and a recurring 100-booth, multi-day business expo.

Receptionist | 05/2017 - 06/2019

Rome Floyd Chamber - Rome, GA

- Managed front-desk operations, member records, deposits, information requests, Excel financial tracking, and monthly invoices and statements.

Project Coach | 06/2015 - 03/2017

Afni, Inc. - Opelika, AL

- Managed daily operations and performance for up to 16 customer service agents and trained staff through frequent policy and program changes.

SELECTED PROJECTS

- SystemHorizon: React operations dashboard hosted on GitHub Pages with a Supabase backend, task-scoring engine, and daily control panel. github.com/taylorrychie/SystemHorizon
- Stripe-to-Dataverse Migration: Migrated 483+ payout records through a four-tier matching process with an 89.7% automatic match rate.
- Dataverse MCP Server: Python server providing authenticated create, read, update, and delete operations for AI-assisted business workflows.

EDUCATION

Graduate Coursework, Master of Public Administration - Nonprofit Management | University of West Georgia | 2023 - 2024

Bachelor of Arts | Auburn University | 2012

PROFESSIONAL DEVELOPMENT

- Fundamentals of Grant Writing I - University of Georgia (2022; 24 hours / 2.4 CEU)