

Duan Walker

<https://duanwalker.dev/> | duan.walker.dev@gmail.com | (704) 833-9782

EXECUTIVE SUMMARY

Hi I'm Duan! I am a problem solver and experienced software engineer with a passion for the web, a full time Panthers fan and all-around awesome guy in Charlotte, NC. Currently, I am Sr Azure Cloud Integrations Support Engineer for Microsoft. In my career, I have contributed to the full SDLC (software development lifecycle) from requirements gathering to deployment on multiple corporate, freelance and open-source projects. In my free time, I design innovative, mobile friendly AI solutions using tools such as Azure, M365 Copilot, Azure Open AI, Anthropic Claude, C#.Net, ASP.Net, SQL, and various JavaScript libraries. I also have a deep passion for technology and teaching others about it. Check out some of the cool stuff I've built with AI at: <https://duanwalker.dev/>

EXPERTISE

Azure Logic Apps Integrations, Azure Storage, Copilot 365, Copilot Studio, Azure Open AI, Visual Studio, Visual Studio Code, C# .Net Core, ASP.Net Core, JavaScript, SQL, KQL, JSON, Github, AKS, Docker

WORK EXPERIENCE

Microsoft

Sr Azure Integrations Support Engineer (Logic Apps)

1/2020 – Present

- Promoted to Senior Integrations Support Engineer 2024
- Mentored 2 Jr engineers, one of which is the top performing vendor on our team.
- On a team that tested the initial versions of Copilot for support.
- Built internal cloud-based ETL applications to assist in detecting issues in Single Tenant Logic Apps using C#.Net and Kusto database queries.
- Built internal automation for Manager Recovery Process using Copilot Studio AI Agent and Logic Apps
- Contributed several High Level tutorials to Microsoft community blog (Configure SQL Storage for Standard Logic Apps | Microsoft Community Hub) (Authenticate Standard Logic Apps using OAuth 2.0 Bearer Token | Microsoft Community Hub)
- Hackathon submission entries 2021-2025
- Take ownership of new cases and escalations and demonstrated the ability to quickly learn, estimate the work effort and build upon past experiences to deliver solutions.
- Provided support to Enterprise customers, partners, and other engineers.
- Investigate technical problems by conducting research and involving other teams as needed.
- Collaborate with management and engineering to resolve service issues and to produce bug fixes, patches, test cases as appropriate.
- Document technical work and research in a detailed and comprehensive manner.
- Maintain a proactive approach to customer satisfaction, identifying and correcting customer satisfaction concerns before they become problems.

Collabera (Microsoft)

Azure Cloud Support Engineer (Function Apps)

6/2019 – 1/2020

- Take ownership of new cases and escalations.
- Provide support to Enterprise customers, partners, and other engineers.
- Scope customer's issues and support boundaries by collecting the relevant facts.
- Investigate technical problems by conducting research and involving other teams as needed.
- Escalate to management as necessary, acting internally as a customer advocate, and keeping the customers informed.
- Collaborate with management and engineering to resolve service issues and to produce bug fixes, patches, test cases as appropriate.
- Ensure that each support request owned by me is handled as per Microsoft Service Level Agreement (SLA) and to the highest possible customer satisfaction by setting the right expectations and fulfilling commitments.
- Document technical work and research in a detailed and comprehensive manner.
- Maintain a proactive approach to customer happiness, identifying and correcting customer satisfaction concerns before they become problems.

Deephaven Mortgage

Applications Developer

8/2018 – 6/2019

- Created internal company intranet site using C#.Net and ASP.Net.
- Created custom reports on internal data using a 3rd party SDK.
- Upgraded 3rd party SDK to 3rd party Rest API.
- Functioned as Business Analyst on internal company intranet project where I completed our BRD and FSD documentation.
- Created new documentation procedures of existing internal C#.Net applications
- Improved efficiency by delivering a custom Encompass C#.Net .dll plugin to gather parse and calculate loan underwriting conditions thereby allowing faster loan closings resulting in competitive advantage as well as cost savings
- Created custom .Net web application to pull 3rd party files via SFTP to local machines.
- Created custom windows ETL application that pulls data from internal system, serialized into a JSON object, and transferred data to 3rd party via their REST web service.

Wells Fargo

Applications System Analyst

11/2017 – 6/2018

- Performed application support by way of analysis and bug fixes to the CX6 Credit Reporting application for the Enterprise Risk Management Team (ERMT) using C#.Net and SQL stored procedures.
- Performed application support by way of analysis and bug fixes to the Credit Dispute Resolution System (CDRS) application for the Enterprise Risk Management Team (ERMT) using C#.Net and SQL stored procedures.
- Performed application support by way of analysis and bug fixes to the Aggregated Customer Exposure (ACE) Credit Reporting application for the Enterprise Risk Management Team (ERMT) using VisualBasic.Net and SQL stored procedures.
- Functioned as Business Analyst on data migration project and messaging projects where I completed our BRD and FSD documentation.
- Designed and Created new ETL data migration application in SSIS to migrate application logs.
- Created new messaging application using C#.Net and SQL 2008 stored procedures to send email to designated email groups.
- Assisted in new documentation of existing internal C#.Net applications for the Enterprise Risk Management Team (ERMT).

UNC Charlotte

Part Time TA Instructor

11/2016 – 4/2017

- Helped lead a night class of adult students in a coding boot camp on UNCC campus
- Performed Coding reviews
- Tutoring and guidance through boot camp curriculum using JavaScript, HTML5, CSS3, Bootstrap, Git, Terminal / command line (CMD).

Baker & Taylor

.Net Developer / Business Analyst / QA specialist

2/2014 – 10/2017

- Developed custom ETL reporting application that pulls in IIS and custom application log data from a server, parses data into a list and populates a SQL table using C#.Net objects, SSIS and command line tools.
- Developed stored procedures to pull log data, parse log data and create reports in an ASP.Net grid view control.
- Created custom visuals for data reporting in MS Power BI which pulls data from Azure data store.
- Improved efficiency by developing an ETL ASP.Net and JavaScript Web Application that automated a business process of parsing data from Excel spreadsheet and displaying in a grid view control.
- Manually updated HTML webpage of student test results using JavaScript.
- Provided monthly / weekly / as needed ad hoc reporting using SQL server 2008 and SSIS.
- Guided group of 10 student interns in testing of open-source cloud based e-reader application for multiple browsers and platforms as well as the chrome extension version.
- Worked with internal clients to gather business and technical requirements.
- Tested and certified defects for bug fixes and new functionality using Team Foundation Server
- Developed technical documentation explaining application functionality based on business requirements.
- Provided XML coding of DRM security configurations of digital publications.
- Developed detailed API documentation on implementation of cloud-based web services.

Triad Foreclosures

- Developed UX / UI of customized web application that offers information to subscribers.
- Implemented technologies such as ASP.NET and CSS for client-side development.
- Responsible for data storage, retrieval, and manipulation in SQL Server.
- Acted as a main point of contact between vendors relations and the business
- Created and executed project work plans and revise as appropriate to meet changing needs and requirements.
- Document standards and operating procedures for the system and act as a technical resource to field technicians.

SIDE PROJECTS

AlphaBot — AI-Powered Semi-Automated Trading Assistant github.com/duanwalker/AlphaBot

- Built a full-stack trading dashboard (React frontend, Node.js/Express backend) that uses the Anthropic Claude API to generate AI-driven trade signals, market research, and portfolio insights from a user's watchlist.
- Integrated live brokerage and market data APIs (Alpaca, OANDA, Alpha Vantage) for real-time positions, P&L, and equity curve tracking across stocks and forex.
- Designed a human-in-the-loop approval workflow — every AI-generated trade idea is reviewed and approved by the user before execution, with a paper-trading mode for safe testing.

FlowScribe.AI (DocuBot) github.com/duanwalker/DocuBot_AI

- Built an AI-powered documentation generator that parses Azure Logic App JSON definitions and produces Microsoft-style, human-readable documentation of the app's structure, triggers, and actions.
- Developed on ASP.NET Core Web API (.NET 8) with configurable AI providers (Azure OpenAI and Anthropic Claude via the Messages API), Azure SQL for storage, and Azure Key Vault for secrets management; designed for future support of ARM, Bicep, and Terraform definitions.

EDUCATION

Winston Salem State University

- B.S. Computer Science

Microsoft Learn

- AI-900 Artificial Intelligence Certification

New Horizons Learning Center (2004-2006)

- MCP Certification
- A+ Certification
- Net+ Certification

Free Code Camp

- Front end developer Certification (April 2016)