

Alaqeed Othman Raed Zakarneh

Software Engineer | Digital Learning Platform Developer | .NET Backend Developer | Microsoft Dynamics 365 CRM | React.js

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PROFESSIONAL SUMMARY

Results-driven Software Engineer with 5+ years of experience designing, developing, and maintaining enterprise-scale digital platforms using C#, .NET, ASP.NET Core, React.js, RESTful APIs, and Microsoft technologies. Experienced in building scalable backend services, API-driven integrations, workflow automation solutions, and enterprise applications supporting complex business and educational processes. Strong background in Microsoft Dynamics 365 CRM customization, Microsoft Power Platform automation, SharePoint integrations, database optimization, and clean architecture principles.

Hands-on experience working on the University of the People online education platform — a digital learning ecosystem serving 180,000+ students — delivering solutions across student lifecycle management, academic workflows, business process automation, and Learning Management System (LMS) integrations. Experienced in integrating enterprise systems with LMS platforms including D2L Brightspace and Moodle through REST APIs, implementing automated workflows for user provisioning, course management, student enrollment, and grade synchronization.

Strong experience with Microsoft ecosystem solutions including Dynamics 365 CRM, Power Automate, and SharePoint integrations. Passionate about digital transformation, AI-powered solutions, and developing scalable, maintainable software systems.

TECHNICAL SKILLS

Programming Languages & Frameworks

C#, .NET Core, ASP.NET Core, .NET Framework, JavaScript (ES6+), React.js, Next.js, HTML5, CSS3, Entity Framework, LINQ

Digital Learning Platforms & LMS Integration

D2L Brightspace LMS Integration, Moodle LMS Experience, LMS REST API Integration, User Provisioning Automation, Course Creation & Management Workflows, Student Enrollment Automation, Grade Synchronization Processes, Digital Learning Platform Workflows

Microsoft Technologies & Power Platform

Microsoft Dynamics 365 CRM, Dynamics 365 CRM Plugin Development, CRM Workflow Automation, Entity Customization, Dashboards / Views / Ribbons / Web Resources, Power Apps Customization, Power Automate Flows, Workflow Triggers & Actions, SharePoint API Integration, Document Management Automation, Microsoft Enterprise Solutions Integration

Backend & API Development

RESTful API Design & Development, API Integration, Backend Services Development, Authentication & Authorization Concepts, JWT Authentication, Enterprise Application Architecture

Databases

SQL Server, Oracle, MySQL, PostgreSQL

Software Engineering

Clean Architecture, Object-Oriented Programming (OOP), SOLID Principles, Design Patterns, Unit Testing, xUnit, Debugging, Performance Optimization, Code Quality Practices

Tools & Development Practices

Git, Azure DevOps, TFS, CI/CD, Jira, Agile/Scrum Methodologies

AI & Digital Innovation

OpenAI API Integration, AI-powered Application Development, AI-assisted Digital Solutions, Modern SaaS Architecture

PROFESSIONAL EXPERIENCE

Software Engineer — ASAL Technologies, Ramallah

June 2021 – June 2026 | Project: University of the People Online Education Platform

- Designed, developed, and maintained enterprise-level solutions supporting online education operations, student lifecycle management, registration workflows, and academic processes for a platform serving 180,000+ students.
- Developed scalable backend services using C# and .NET following enterprise architecture and clean code principles.
- Built and maintained RESTful APIs supporting core platform functionalities and integrations with external systems.
- Developed and maintained integrations between university enterprise systems and Learning Management Systems (LMS), including D2L Brightspace and Moodle.
- Implemented API-based LMS workflows for user account creation and management, course creation and synchronization, student enrollment into courses, and grade submission and synchronization.
- Automated digital learning workflows, reducing manual administrative processing time by approximately 70%.
- Designed, built, and maintained 50+ Microsoft Dynamics 365 CRM plugins and workflows supporting business and academic processes.
- Customized Dynamics 365 CRM components including entities, dashboards, views, ribbons, and web resources.
- Implemented custom Ribbon buttons and connected user actions with automated business workflows.
- Developed and configured Power Automate flows using triggers and actions to automate operational processes.
- Integrated SharePoint document management capabilities with enterprise systems through APIs, including automated file upload workflows.

- Supported Microsoft ecosystem integrations across CRM, SharePoint, and external enterprise platforms.
- Contributed to frontend development using React.js to enhance user experience and application usability.
- Implemented unit testing practices using xUnit to improve software quality and reduce regression risks.
- Investigated and resolved production issues, improving application stability and reliability.
- Collaborated within a cross-functional team of 5+ engineers using Agile/Scrum methodologies to deliver high-quality software solutions.

.NET Developer — ICECUBE Technologies, Ramallah

March 2020 – June 2021 | Projects: GHI (Health Insurance), PDIC

- Developed and maintained enterprise .NET applications and reusable software components.
- Built backend solutions using C# and ASP.NET technologies.
- Developed RESTful APIs and implemented business workflows.
- Worked with Entity Framework, Oracle, and SQL Server to design and optimize data access layers.
- Developed workflow and notification systems to improve internal business processes.
- Analyzed and resolved application issues to improve performance and reliability.
- Collaborated with development teams to deliver scalable software solutions.

Software Development Intern — Iconnect-Tech, Ramallah

September 2018

- Developed MVC applications using .NET Core.
- Built RESTful APIs using ASP.NET Core Web API.
- Applied software engineering best practices in real-world projects.

PERSONAL PROJECT

GlowAI — AI SaaS Platform

Technologies: .NET 10, Clean Architecture, Next.js, React, PostgreSQL (Supabase), Redis (Upstash), Docker, OpenAI API

- Designed and implemented a .NET 10 Web API using Clean Architecture principles, separating domain logic, application services, infrastructure, and API layers.
- Built a modern Next.js and React frontend with authentication flows, dashboards, and AI-powered user experiences.
- Integrated OpenAI API capabilities to enable automated content generation and AI-driven workflows.
- Implemented JWT-based authentication, API key management, and secure backend communication.
- Designed and migrated a PostgreSQL database using Entity Framework Core, deployed via Supabase.
- Integrated Redis caching and rate-limiting using Upstash Redis to improve performance and control API usage.
- Containerized backend services with Docker; deployed backend on Render, frontend on Vercel.
- Established a foundation for automated deployment workflows using GitHub-based CI/CD practices.

EDUCATION

Bachelor's Degree in Computer Information Technology (CIT)

Arab American University | 2019

LANGUAGES

Arabic: Native | English: Professional Working Proficiency

STRENGTHS

- Enterprise software development experience
- Digital learning platform integration experience
- Strong LMS and API integration background
- Microsoft ecosystem and workflow automation experience
- Strong analytical and problem-solving skills
- Production troubleshooting and debugging expertise
- Ability to collaborate with technical and non-technical stakeholders
- Fast learner with proactive mindset
- Experience delivering production-level software solutions