

Alaqeed Othman Raed Zakarneh

Software Engineer | .NET Backend Engineer

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PROFESSIONAL SUMMARY

Results-driven .NET Software Engineer with 6+ years of experience designing, developing, and maintaining backend systems using C#, .NET, ASP.NET Core, and RESTful APIs. Strong background in clean architecture, database-driven applications, workflow automation, system integration, and production support, with hands-on experience supporting a platform serving 180,000+ students.

Built and maintained LMS integrations with D2L Brightspace and Moodle supporting 60,000+ student registrations and 100,000+ grade submissions per semester, and automated workflows that reduced manual processing time by approximately 70%. Experienced in Microsoft Dynamics 365 CRM, Power Automate, SharePoint integrations, and enterprise API development.

Comfortable owning backend features end-to-end, from requirements analysis and implementation through testing, production delivery, and post-launch support. Currently developing GlowAI, an AI SaaS platform using .NET 10, Docker, Redis, PostgreSQL, and OpenAI API, applying modern .NET, cloud-native, and AI-integrated backend architecture.

TECHNICAL SKILLS

Languages & Frameworks

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

Backend & API Development

RESTful API Design & Development, API Integration, Backend Services, Background Jobs & Workers, API Gateway, JWT, Authentication & Authorization, Enterprise Application Architecture

Databases

SQL Server, Oracle, PL/SQL, PostgreSQL, MySQL, Database Design, Data Access & Optimization

Software Engineering

Clean Architecture, Object-Oriented Programming (OOP), SOLID, Design Patterns, Unit Testing (xUnit), Debugging, Performance Optimization, Caching

Cloud, DevOps & Observability

Docker, CI/CD, Azure DevOps, Git, TFS, Application Insights, Serilog, NLog, log4net, Azure Key Vault, Jira, Agile/Scrum

Microsoft & Power Platform

Dynamics 365 CRM, CRM Plugin Development, CRM Workflow Automation, Entity Customization, Power Automate, Power Apps, SharePoint API Integration

Digital Learning & LMS Integration

D2L Brightspace, Moodle, LMS REST API Integration, Enrollment & Grade Synchronization

AI & Modern Architecture

OpenAI API Integration, AI-Powered Application Development, 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 backend solutions supporting an online education platform serving 180,000+ students.
- Developed scalable backend services using C# and .NET, following enterprise architecture and clean code principles, with RESTful APIs powering core platform functionality.
- Built and maintained integrations between university enterprise systems and D2L Brightspace and Moodle, supporting 60,000+ student registrations and 100,000+ grade submissions per semester.
- Automated enrollment and grade-synchronization workflows, reducing manual processing from 8 hours to 2.4 hours per cycle — approximately 70% time savings.
- Designed, built, and maintained 30+ Microsoft Dynamics 365 CRM plugins and workflows supporting business and academic processes.
- Built and configured Power Automate workflows and integrated SharePoint document management through APIs, including automated file upload workflows.
- Owned end-to-end delivery of 50+ backend features, from requirements analysis and design through implementation, testing, production release, and post-launch support within Agile/Scrum sprints.
- Investigated and resolved production incidents using Application Insights and application logging to identify root causes, troubleshoot issues, and improve platform reliability.

.NET Developer — ICECUBE Technologies, Ramallah

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

- Built reusable .NET components and enterprise applications supporting health insurance and financial services workflows.
- Developed backend solutions using C#, ASP.NET, REST APIs, and business workflow automation.
- Designed and optimized data-access layers using Entity Framework, Oracle, and SQL Server, supporting reliable enterprise application performance.

- Developed and maintained PL/SQL stored procedures, functions, and triggers within Oracle-based applications.
- Investigated and resolved application, database, and integration issues across Oracle and SQL Server, improving system reliability and data consistency.
- Developed workflow and notification systems that automated internal processes and improved operational communication.

Software Development Intern — Iconnect-Tech, Ramallah

Sep 2018 – Nov 2018

- Developed MVC applications using .NET Core and ASP.NET Core Web API while applying software engineering best practices in real-world projects.

PERSONAL PROJECT

GlowAI — AI SaaS Platform (Early-Stage)

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, separating domain, application, infrastructure, and API layers.
- Built AI-powered application workflows using OpenAI API, with JWT authentication, API key management, PostgreSQL, and Redis caching/rate limiting.
- Configured Docker-based deployment and CI/CD workflows using Render, GitHub Actions, Supabase, and Vercel.
- Developed the platform independently to apply modern .NET, cloud-native architecture, and AI-integrated backend development in a real-world SaaS project.

EDUCATION

Bachelor's Degree in Computer Information Technology (CIT)

Arab American University

Sep 2013 – Dec 2019

LANGUAGES

Arabic: Native | English: Professional Working Proficiency