

ABDELRAHMAN YOUNES

IT Support Engineer | Power Platform & Automation Developer

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PROFESSIONAL SUMMARY

IT Support Engineer with 2.5+ years in banking and enterprise IT, combining strong support fundamentals (Windows OS, Active Directory, hardware/software troubleshooting, SLA-driven ticketing) with hands-on development of the tools that improve it — Microsoft Power Platform apps, Microsoft Graph-integrated web applications and standalone Python desktop applications. Designs, builds and rolls out internal systems that replace manual work, and has maintained a 98% average SLA in 24/7, shift-based banking operations.

CORE COMPETENCIES

- **Technical Support:** Windows OS & Applications, Microsoft 365, Hardware & Software Troubleshooting (L1/L2), IT Asset Management (Snipe-IT), Remote Support
- **IT Operations:** Ticketing Systems & Incident Support, Active Directory & User Management, Access Management, SLA Monitoring & Compliance, Deployment & Inventory Controls
- **Low-Code Development & Automation:** Microsoft Power Apps (Canvas Apps), Power Automate (Cloud Flows), SharePoint Online, Microsoft Graph API & Azure AD (MSAL) Integration
- **Desktop Application Development:** Python (Flask, PyMuPDF, pikepdf), Windows packaging & installers (PyInstaller, Inno Setup), signed auto-updates via GitHub Releases, Arabic/RTL text processing
- **AI Tools & Research:** Advanced use of Claude, ChatGPT and Gemini for research, problem-solving, automation and internal tool building

PROFESSIONAL EXPERIENCE

IT Support Engineer | Adaptiv

Jul 2026 – Present

- Delivers day-to-day IT technical support while acting as internal innovation driver, automating manual processes with AI tools, Microsoft Power Platform and Python
- Built the Adaptiv Attendance App (Power Apps + Power Automate): location-verified check-in/out with leave requests and live leave balances — **used by 14 employees**
- Built the IT & HR Internal Ticketing System (Azure AD sign-in, Microsoft Graph API, SharePoint backend, role-based access) — **handling 10–20 tickets a month**
- Built PDF Studio, an offline desktop PDF toolkit with full Arabic support and signed auto-updates — **installed on 20 machines** in Egypt and abroad
- Built the Cutlist Calculator (sheet-material nesting optimizer) and the IT Deployment Toolkit (pre-deployment and Windows-upgrade health checks)

IT Service Desk Engineer | Erada Finance

Feb 2026 – Jun 2026

- Supervised the regional IT support team across cross-provincial branch networks; primary L2/L3 escalation point for 100+ branches
- Led the end-to-end IT Asset Management lifecycle using Snipe-IT
- Oversaw end-user workplace deployment, baseline OS imaging and equipment issuance
- Built two internal Power Platform apps: an HQ ticketing portal and an IT task-assignment app with SLA-breach alerts

Technical Support Engineer | The National Bank of Egypt (NBE)

Jan 2024 – Jan 2026

- High-tier technical support and troubleshooting in a compliance-driven banking environment
- Administered user accounts, AD groups and directory permissions; audited security compliance
- Resolved high-volume incidents via centralized ticketing, **maintaining a 98% average SLA compliance**

- Diagnosed Windows OS issues and faults in enterprise financial applications; coordinated infrastructure refreshes, disk imaging and large-scale deployments
- Ran technical onboarding and training for non-technical bank employees

Sales & Public Relations | Pure Diagnostics Company

Aug 2021 – Jul 2023

- Managed client partnerships, inquiries, complaints and follow-up pipelines, including professional dispute resolution
- Acted as cross-functional liaison between external accounts and internal technical units

KEY PROJECTS

PDF Studio — Desktop PDF Toolkit · Adaptiv

Technologies: Python, Flask, PyMuPDF, pikepdf, PyInstaller, Inno Setup, Ed25519 code signing, GitHub Releases

- All-in-one PDF editor that runs fully offline: merge/split/reorder, compression, AES-256 protection, watermarks, signatures & stamps, form filling, OCR, and export to Word/Excel
- Full Arabic support in both directions, and true in-place editing: erase stamps, logos or text and retype it in the document's own font, size and colour, auto-detected from the file
- Standalone Windows app (no Python, no console) that updates itself from signed ~35 KB GitHub releases, verified on every machine before install

Adaptiv Internal Ticketing System

Technologies: HTML/JavaScript, Microsoft Graph API, Azure AD (MSAL), SharePoint Online, Power Automate

- Company-wide IT & HR ticketing web app with Microsoft single sign-on and a live SharePoint backend (no separate database)
- Role-based access (Employee / Agent / Admin / Viewer), automated email notifications on status changes, delivered as an installable, fully branded Progressive Web App

Adaptiv Attendance App

Technologies: Microsoft Power Apps, Power Automate, SharePoint Online

- Check-in/check-out verified against the office location, with an integrated leave-request module (annual, casual, sick) and a live leave-balance view
- Replaced manual attendance tracking with a live, SharePoint-backed system

Gabrello Restaurant Ordering Platform · Freelance Project

Technologies: Cloudflare Workers, D1 Database, JavaScript

- Complete online ordering website for a restaurant client — live menu, cart, delivery-zone pricing and order tracking, plus a secured admin dashboard
- Architected and deployed end-to-end on Cloudflare's serverless edge platform (Workers + D1)

Cutlist Calculator & IT Deployment Toolkit · Adaptiv

Technologies: Web application, PDF report generation, Windows diagnostics tooling

- Cutlist Calculator: nesting/cut-optimization tool that minimizes sheet-material waste and generates PDF cutlist and nesting reports with diagrams
- IT Deployment Toolkit: diagnostic tool for deployments, Windows upgrades and pre-maintenance health checks

HQ Ticketing & IT Task Assignment Apps · Erada Finance

Technologies: Microsoft Power Apps, Power Automate, SharePoint Online

- HQ ticket intake and tracking portal, plus an IT task-allocation app with SLA-breach alerts and automated routing

EDUCATION, CERTIFICATIONS & LANGUAGES

B.Sc. in Communications & Computer Engineering, Mansoura University (2017–2022)

Relevant Coursework: Computer Networks, Data Communications, Operating Systems, Computer Hardware, Network Fundamentals

Certifications: CCNA · CompTIA A+ · Microsoft Power Platform Fundamentals (Applied Project Portfolio)

Languages: Arabic (Native) · English (Upper-Intermediate – B2)