

ABDELRAHMAN YOUNES

IT Support Engineer | Power Platform & Automation Developer

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PROFESSIONAL SUMMARY

IT Support Engineer with hands-on experience across banking and enterprise environments, combining strong technical support fundamentals (Windows OS, Active Directory, hardware/software troubleshooting, SLA-driven ticketing) with hands-on development on the Microsoft Power Platform and custom web applications. Beyond core IT support duties, actively drives innovation by designing and building Power Apps, Power Automate, custom Microsoft Graph-integrated tools, and AI-assisted solutions that automate operations, reduce manual workload, and improve service delivery. Proven ability to work under pressure in 24/7 shift-based and on-call environments while maintaining top-tier SLA compliance.

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), Microsoft Power Automate (Cloud Flows), SharePoint Online Integration, Microsoft Graph API & Azure AD (MSAL) Integration, AI-Assisted Tool Development
- **AI Tools & Research:** Advanced, high-proficiency use of AI platforms — Claude, ChatGPT, and Gemini — for research, problem-solving, and building automation and internal tools; strong web research and information-gathering skills

PROFESSIONAL EXPERIENCE

IT Support Engineer | Adaptiv — Jul 2026 – Present

Driving IT support operations while leading innovation initiatives using AI and Microsoft Power Platform

- Deliver day-to-day IT technical support while also acting as an internal innovation driver, identifying opportunities to automate manual processes using AI tools and the Microsoft Power Platform.
- Designed, built, and deployed the Adaptiv Attendance App (Power Apps + Power Automate): a live, company-wide attendance solution that records employee check-in/check-out by matching employee location against the company location, with all records stored in a SharePoint list.
- Extended the app with a leave request module (annual, casual, and sick leave), allowing employees to submit leave requests directly from the app, alongside a live leave-balance view synced with a continuously updated SharePoint list.
- Designed, built, and deployed a full IT & HR Internal Ticketing System — a custom web application secured with company Microsoft sign-in (Azure AD) and the Microsoft Graph API, with tickets and attachments stored live in SharePoint (no separate database).
- Implemented role-based access control (Employee, category-scoped IT/HR Agent, Admin, and read-only Viewer for leadership) and automated ticket-lifecycle email notifications via Power Automate; delivered as an installable desktop Progressive Web App with the company's full brand identity applied.
- Developing the Cutlist Calculator, a nesting/cut-optimization tool that arranges cut pieces across sheet material to minimize waste, calculates waste percentage, and generates a detailed cutlist/nesting PDF report with visual sheet diagrams (currently ~90% complete).
- Building the IT Deployment Toolkit, a diagnostic tool used during deployments, Windows upgrades, and pre-maintenance checks, which audits software health and captures Windows, driver, and installed-software data to speed up troubleshooting decisions (currently ~50% complete).

IT Service Desk Engineer | Erada Finance — Feb 2026 – Jun 2026

- Supervised regional IT technical support team members across cross-provincial branch networks, allocating daily tasks and serving as the primary L2/L3 escalation point for complex technical issues.
- Led the end-to-end IT Asset Management lifecycle using Snipe-IT to audit, track, and maintain accurate inventory controls for corporate hardware and software assets.
- Oversaw end-user workplace deployment, configuring baseline OS images and securely issuing IT equipment and corporate custody to incoming staff.

- Conceived, designed, and deployed two internal Power Platform applications: an IT Tickets App (Power Apps + SharePoint) to streamline corporate HQ service request intake and tracking, and a Task Assignment App (Power Automate) to automate internal task allocation, status aggregation, and SLA warning alerts.
- Provided comprehensive technical support for enterprise hardware, core software applications, and network infrastructure across all corporate branches, including configuration, imaging, and field deployment of technical assets (tablets, printers, peripherals) supporting over 100 branches.

Technical Support Engineer | The National Bank of Egypt (NBE) — Jan 2024 – Jan 2026

- Delivered high-tier technical support and hardware/software troubleshooting within a demanding, compliance-driven banking environment.
- Administered user accounts, logical access groups, and directory object permissions via Active Directory while auditing security compliance standards.
- Resolved high-volume incidents and complex service requests via centralized ticketing systems, consistently maintaining top-tier SLA compliance rates.
- Diagnosed core Windows OS anomalies and resolved technical faults within localized enterprise financial applications under strict performance windows.
- Coordinated local infrastructure refreshes, executed system disk imaging procedures, and led large-scale deployment tasks.
- Conducted formal technical onboarding and continuous application training for non-technical bank employees.

Sales & Public Relations | Pure Diagnostics Company — Aug 2021 – Jul 2023

- Cultivated strategic client partnerships through advanced communication methods and professional dispute/issue resolution workflows.
- Managed incoming customer inquiries, service compliance complaints, and structured follow-up pipelines to elevate service satisfaction metrics.
- Interfaced cross-functionally between external accounts and internal technical units to drive fast business case resolutions.

KEY PROJECTS PORTFOLIO

Adaptiv Attendance App

Technologies: Microsoft Power Apps, Power Automate, SharePoint Online

- Built and deployed a live, company-wide attendance application that records daily employee check-in/check-out by matching the employee's real-time location against the company's location.
- Automated attendance data capture and storage in a SharePoint list, removing manual attendance tracking.
- Added a leave request module (annual, casual, and sick leave) so employees can submit requests directly from the app, plus a live balance view kept in sync with a continuously updated SharePoint list.

Adaptiv Internal Ticketing System

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

- Designed and built a company-wide IT & HR ticketing system from scratch, secured with company Microsoft sign-in (Azure AD) and backed live by SharePoint via the Microsoft Graph API — no separate database to maintain.
- Implemented role-based access control — Employee, category-scoped IT/HR Agent, Admin, and read-only Viewer for leadership — so each user sees exactly the tickets they're authorized to see.
- Automated the ticket lifecycle with Power Automate (instant email routing by category on creation, automatic status-change alerts to requesters) and delivered it as an installable desktop Progressive Web App with the company's full brand identity — logo, color palette, and typography — applied across every screen.

Cutlist Calculator

Technologies: Web application, PDF report generation

- Developing a nesting/cut-optimization tool that arranges required piece dimensions across sheet material to minimize material waste.
- Generates a detailed PDF report with sheet-by-sheet cut diagrams, cut lists, and waste-percentage summaries.

IT Deployment Toolkit

Technologies: Windows diagnostics tooling

- Building a diagnostic toolkit used before deployments, Windows upgrades, and pre-maintenance handoffs to audit software health and capture Windows, driver, and installed-software data.
- Aims to reduce troubleshooting time by giving technicians a full system health snapshot before any hands-on intervention.

Internal HQ Ticketing System

Technologies: Microsoft Power Apps, SharePoint Online

- Designed and developed an internal ticketing system for corporate HQ employees to log technical support requests and report operational issues directly to the IT department.
- Created an intuitive portal bridging the communication gap between non-technical staff and the IT team, enabling seamless tracking of ticket lifecycle and resolutions.
- Implemented localized data access controls within SharePoint custom lists to protect data confidentiality and optimize search query performance.

IT Team Task Assignment & Workflow Automation App

Technologies: Microsoft Power Apps, Power Automate, SharePoint Online

- Engineered a restricted, internal IT-team application focused on structured task allocation, resource tracking, and manager-to-engineer collaboration.
- Integrated automated cloud workflows via Power Automate to handle real-time notifications, daily task status summaries, and SLA breach warning alerts to assigned engineers.
- Boosted service desk transparency, accountability, and project throughput by replacing legacy manual oversight with structured automation.

KEY ACHIEVEMENTS

- **Automated IT Operations:** Conceived and developed two Power Platform applications at Erada Finance (Internal HQ Tickets App and Restricted IT Task Assignment App) that automated operations and optimized service desk productivity.
- **Built and deployed a live company-wide Attendance App at Adaptiv**, currently used for daily employee check-in/check-out via location matching.
- **Delivered a full IT & HR Ticketing System at Adaptiv** with role-based access control and automated Power Automate notifications, replacing scattered email/WhatsApp support requests with one tracked, SLA-driven system installable as a desktop app.
- **SLA Compliance:** Maintained an average 98% SLA compliance rate within highly regulated and pressurized enterprise environments.
- **Operational Continuity:** Decreased onboarding setup friction through streamlined active account provisioning, visibly reducing end-user initial downtime.

EDUCATION

B.A. in Communications & Computer Engineering

Mansoura University | 2017 – 2022

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

CERTIFICATIONS & COURSES

- Cisco Certified Network Associate (CCNA)
- CompTIA A+
- Microsoft Power Platform Fundamentals (Applied Project Portfolio)

ADDITIONAL INFORMATION

- Fully adapted to working within high-availability 24/7 shift schedules and critical on-call infrastructure coverage windows.
- Solid expertise dealing with regulated banking architectures, security compliance baselines, and cross-functional operations.
- Languages: Arabic (Native), English (Intermediate – B1).