

KARIM ELHAKIM

Family City Compound - Fifth Settlement

New Cairo - Cairo

Phone: 01018999261

Email: karimali1896@gmail.com

LinkedIn: <https://www.linkedin.com/in/karim-ali-200725104>

PROFILE

Software Engineer with 4+ years of experience in **C#/.NET backend development and enterprise application support**. Recently completed a Master's in Artificial Intelligence (Sep 2025) and currently seeking a full-time development role. Strong foundation in backend engineering, troubleshooting complex systems, and delivering stable and maintainable features.

EDUCATION

Master's in Artificial Intelligence

University of the West of England (UWE Bristol), UK

Completed: September 2025

- Focus areas: Machine Learning, Data Engineering, Applied AI Systems
- Relevant work: Backend integration of AI models, optimization, and automation

Bachelor of Engineering in Mechatronics

Arab Academy for Science and Technology (AAST), Cairo, Egypt

Graduated: 2018

- Coursework in programming, control systems, and embedded technologies

WORK EXPERIENCE

Senior Software Engineer

2023 - 2024

ITWORX |

- Worked on improving backend features in **.NET and SQL Server** applications, helping make the system more stable and easier to maintain for users and support teams.
- Helped solve several recurring production issues by carefully analyzing logs, testing fixes, and coordinating with QA to ensure changes were safe before deployment.
- Supported integrations with **SharePoint, ServiceNow, and AgilePoint**, so information and workflows could move smoothly across different tools used by clients.
- Participated in sprint planning and discussions about how to make the codebase cleaner and more reliable over time, while keeping delivery on track.

Software Support Specialist

2020 - 2023

ITWORX |

- Supported **AgilePoint** and other internal applications, helping users resolve issues quickly so they could continue their work without disruptions.
- Worked on handling requests and investigating problems by reviewing logs, testing scenarios, and coordinating with developers when deeper fixes were needed.
- Participated in **SharePoint migrations**, ensuring content and access moved correctly and users understood the new environment.
- Prepared clear documentation and guides to help teams get used to updated features and reduce repeated questions.

Application Support Specialist

2019 - 2020

ITWORX |

- Handled user tickets and technical requests, making sure issues were understood clearly and resolved or escalated in a timely manner.
- Assisted in system configurations and basic integrations as my responsibilities expanded over time.
- Helped deliver training sessions and walkthroughs when new features were introduced, improving user confidence with the tools.

KILLS

- **Languages & Frameworks:** C#, .NET (Core / 5 / 6 / 7), ASP.NET, ASP.NET Core, Web API, REST
- **Data & Persistence:** SQL Server, T-SQL, Entity Framework, LINQ, PostgreSQL, MongoDB
- **Tools & Dev Workflow:** Git, Azure DevOps, CI/CD (pipelines), Docker, Visual Studio
- **Cloud & Monitoring:** Azure (App Services, Functions, Storage), Application Insights (or monitoring)
- **Integrations & Platforms:** SharePoint, ServiceNow, AgilePoint, REST integrations, JSON, SOAP
- **Testing & Quality:** Unit testing (xUnit / NUnit), debugging, logging (Serilog/standard logging)
- **Methodologies & Soft Skills:** Agile / Scrum, code reviews, technical documentation, problem solving, teamwork

LANGUAGES

- English (Fluent)
- Arabic (Fluent)

HOBBIES

- Video Games
- Basketball
- Model Building
- Watching Movies
- Listening to Music
- Reading

REFERENCES

Available upon request