ZAIN UL ABIDEEN

Software Engineer | .NET Backend Developer (ASP.NET Core, C#, Microservices)

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PROFESSIONAL SUMMARY

Results-driven **Software Engineer** with **2.5+ years** of experience building scalable backend systems and **microservices** with **.NET 8**, **ASP.NET Core Web API**, **C#**, **Entity Framework Core**, **PostgreSQL** and **SQL Server**. Delivered enterprise healthcare integrations with **Microsoft Dynamics 365 CRM** (Dataverse SDK) behind an **Ocelot API Gateway**, secured with **JWT**, **Keycloak** and RBAC, and driven by **RabbitMQ (MassTransit)** event-driven messaging. Shipped real-time features with **SignalR** and configuration-driven screens on a **no-code/low-code platform** using JSON layouts and JavaScript. Focused on clean architecture, observability and production-grade API design in Agile/Scrum teams.

TECHNICAL SKILLS

Languages & Frameworks: C#, .NET 8, ASP.NET Core, Web API, MVC, Razor Pages, Blazor, SignalR, Entity Framework Core, Dapper, LINQ, WPF

APIs & Integration: RESTful APIs, Microsoft Dynamics 365 CRM, Dataverse SDK, Ocelot API Gateway, Swagger / OpenAPI, Postman, SmartyStreets & Google Geocoding APIs

Security: JWT Authentication, Keycloak, OAuth 2.0, Role-Based Access Control (RBAC)

Messaging & Caching: RabbitMQ, MassTransit (Publishers, Consumers, Background Workers), Redis, Hangfire, Event-Driven Architecture

Databases: PostgreSQL, SQL Server, MySQL, MongoDB, Firebase Realtime Database

Architecture: Microservices, Clean Architecture, Repository Pattern, SOLID Principles, Dependency Injection, Multi-Tenant Systems

DevOps & Observability: Docker, Azure DevOps, CI/CD Pipelines, Serilog, Grafana Loki, Prometheus, Health Checks, Git, GitHub

Frontend: JavaScript (ES6+), TypeScript, HTML5, CSS3, Razor Pages, Blazor

Platforms & Practices: No-Code / Low-Code (CCF), JSON-driven UI configuration, Agile / Scrum, Jira, Code Reviews

WORK EXPERIENCE

Software Engineer | Techverx – Lahore, Pakistan | *May 2025 – Present*

CIS CRM – Microsoft Dynamics 365 Integration Platform (Healthcare Transportation & Interpretation)

- Built **.NET 8 microservices** (Inbound, Outward and HSV services) behind an **Ocelot API Gateway**, integrating partner order systems with **Microsoft Dynamics 365 CRM** through the **Dataverse SDK**.
- Developed **RESTful Order/Referral APIs** covering the full order lifecycle: create order, quotes, bill details, exception pricing, staffing status, record outcome, itinerary changes and cancellations.
- Implemented a **Business Rules Engine (BRE)** that validates quotes, bills, exception pricing and itinerary changes before data is written to CRM, improving data accuracy.
- Secured services with **JWT**, **Keycloak** and RBAC; added **RabbitMQ (MassTransit)** consumers, **Redis** caching, **SmartyStreets**/**Google** address validation and **Serilog**, **Grafana Loki**, **Prometheus** observability.
- Built API monitoring screens on the **CCF no-code platform**: an **API Calls** dashboard (date-range search, status, BR execution status), **API Log Details** (request, CRM request and response JSON, service logs, CRM calls) and a **Request Details** view with an **Update API Status** action, speeding up production troubleshooting.
- Customized CRM entities, workflows and data mappings, **reducing manual processing by 30%**; documented all endpoints with **Swagger (OpenAPI)**.

HSV – Healthcare Services Platform (Claims, Referrals & Trip Management)

- Developed backend APIs with **ASP.NET Core**, **PostgreSQL** and **EF Core** to create and sync **claimants, claims, referrals, addresses, trip legs and timelines** to **Dynamics 365**, plus lookups for adjusters, payers, customers and fees.

- Implemented **RabbitMQ (MassTransit)** event-driven messaging and a **background worker service** for asynchronous processing between microservices in a **multi-tenant** architecture.
- Built end-to-end **frontend screens** on the **CCF no-code platform** using JSON layouts and custom **JavaScript** (dynamic forms, data grids, modals, conditional show/hide, inline validation and REST API calls): Claimant & Claim management, Referral Intake (referrals, relationships/addresses, alerts) and Referral Detail (legs, notes, attachments).
- Built a one-click **Post to CRM** flow that syncs claimant, claim, referral, addresses, legs and notes in order, skipping records already synced to avoid duplicates.
- Automated **trip leg generation** for one-way, round-trip and multi-stop referrals, with **distance and pickup-time calculation** and address geocoding (latitude/longitude).

Friday POS – Cloud Restaurant Management Platform, fridaypos.com (Aug 2025 – Present)

- Building backend modules for Friday POS, a restaurant platform covering point-of-sale, orders, menu, payments and back-office operations.
- Develop **RESTful APIs** in **ASP.NET Core** and **C#**, managing data with **SQL Server** and **EF Core**; fix bugs and deliver enhancements in an Agile team.

Associate Software Engineer | Top Edge Technologies – Multan, Pakistan | *May 2024 – Apr 2025*

HRango – HRMS & Employee Tracking Platform, hrango.com

- Built HRMS features covering recruitment, onboarding, attendance and performance tracking with **.NET 6**, **ASP.NET Core MVC** and **Razor Pages**.
- Added a real-time employee activity feed with **SignalR**.
- Developed a **WPF** background app in C# with secure login, screenshot capture and process monitoring, syncing to the platform through **REST APIs**.

Other work

- Developed backend APIs for booking and order management systems using **ASP.NET Core** and **EF Core**.
- Implemented scheduled background jobs with **Hangfire** to automate email notifications.

.NET Developer Intern | DukanLay – Lahore, Pakistan | *Jan 2024 – Apr 2024*

BankMind.ai – Loan Processing Platform for a US Client, bankmind.ai

- Contributed to a loan application platform covering the loan lifecycle, built with a **Blazor** frontend and **.NET 8 / ASP.NET Core** APIs.
- Worked on **RabbitMQ**-driven asynchronous processing, background jobs and **SignalR** live status updates.

PROJECTS

- **RabbitMQ Worker Service** – Centralized .NET worker service for event-based processing across multiple microservices via RabbitMQ.
- **Salon Reservation System** – Booking and scheduling system with ASP.NET Core MVC, SQL Server, role-based REST APIs and optimized EF Core queries.
- **WPF Firebase Application** – C# desktop app with real-time data sync via Firebase Realtime Database.

EDUCATION

Master of Science in Computer Science (MSCS) | NCBA&E – Multan, Pakistan | *2025 – 2027*

Master of Science in Information Technology (M.Sc. IT) | University of Education – Multan, Pakistan

CERTIFICATIONS

ASP.NET Core Web API Development – Udemy

Entity Framework Core Deep Dive – Online Course

Cybersecurity Fundamentals – Professional Self-Learning (In Progress)