ABED AL-RAHMAN RADWAN

BLUE PRISM RPA DEVELOPER | SOFTWARE & AUTOMATION ENGINEERING

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LinkedIn • GitHub • Portfolio

PROFILE

Blue Prism RPA developer and support engineer experienced in enhancing and troubleshooting business-process automations, testing workflow changes, and diagnosing exceptions across enterprise applications. Brings a .NET full-stack development background and hands-on experience with Excel/Outlook automation, input validation, root-cause analysis, and technical communication with business stakeholders.

TECHNICAL SKILLS

Automation Blue Prism; Excel & Outlook VBOs; Work Queues; Control Room; Scheduler; UI automation

Development C#; .NET; ASP.NET MVC; React; Node.js; Git; GitHub; CRUD/API-related workflows

Engineering Process debugging; input validation; exception handling; RCA; change-request testing; technical documentation

PROFESSIONAL EXPERIENCE

RPA Developer & RPA Support Developer | Cyborg Automation Hub — **May 2025–Present**

- Develop and enhance Blue Prism workflows for existing business processes, using Excel and Outlook VBOs, Work Queues, and business-application UI interactions.
- Corrected approval-status validation logic to accept an additional legitimate status value; tested the updated workflow and business-exception behavior.
- Added and tested exception-notification logic that sends SMEs a screenshot and affected-item reference when a business-application action fails.
- Updated Excel ranges and column mappings in response to source-template changes affecting downstream data extraction and processing.
- Investigate failures involving Excel collections, queue items, application states, and delayed responses; document findings and coordinate testing with SMEs.

.NET Full-Stack Developer Intern | Al Ghurair School / Luminus Life+ — **Mar–Nov 2024**

- Developed and modified web-application features using C#/.NET and ASP.NET MVC, with frontend/backend exposure to React and Node.js.
- Worked on data-driven CRUD and API-related functionality; debugged and tested application changes using Git and GitHub.

Freelance Designer & Video Editor | Self-Employed — **Jan 2020–Mar 2023**

- Produced design and video-editing deliverables for clients, translating briefs into completed assets and managing feedback and revisions.

SELECTED PROJECTS

RPA PROJECTS

CRM Onboarding & Account Maintenance Automation | **Blue Prism · CRM workflows · UI automation**
Supported onboarding and profile-update workflows across CRM and legacy applications; worked on dynamic UI-selector behavior and execution-defect remediation.

Queue Health & Workload Monitoring | **Blue Prism · Work Queues · Retry handling**
Worked on queue-health checks, retry/failover paths, and exception handling for scheduled automation workloads, including investigation of queue- and lock-related failures.

Excel Batch Data Processing | **Excel VBOs · Ranges · Collections**
Updated dynamic range/table parsing and investigated collection-reading failures to improve structured-data extraction from changing workbooks.

Service Request & Incident Processing | **Work Queues · Routing · RCA**
Supported automated service-request and incident workflows, including ticket categorization/routing and production-exception documentation for support investigation.

Scheduled Batch Automation | **Scheduler · Subprocesses · Operational support**
Worked on scheduling, retry logic, and subprocess behavior for recurring batch processes; investigated application-state issues and documented operational procedures.

FULL-STACK PROJECTS

Smart Home System | **Role-based access · Device management · Scenes**
Centralized home-management application for Admin, Guest, and Provider roles, covering devices, rooms, access permissions, and automation scenes.

Red-Triangle Property Marketplace | **React · Property listings · Search and filters**
Property buying/renting web app with location, price, and property-type filters, listing details, seller/agent listings, viewing scheduling, and messaging.

AdventureQuestRPG | **Game logic · Character progression · Inventory**
Text-based RPG featuring character progression, monster battles, experience points and levels, items, and exploration across multiple locations.

EV Management System API | **ASP.NET Core · Entity Framework Core · SQL Server**
API for user authentication, charging-station bookings, service requests, and user feedback within an electric-vehicle management workflow.

Dern-Support System | **Customer support · Repair workflows · Inventory**
Business-support solution covering individual and business customer accounts, support requests, repair scheduling, quotations, and stock management.

Movie Library | **React · Responsive web application**
Movie browsing app with genre/popularity categories, detailed movie information, cast, synopses, ratings, and user reviews.

EDUCATION & CREDENTIALS

Education International Diploma in Software Engineering | Luminus Technical University College (2023)
Certifications Blue Prism Developer | Blue Prism Professional Developer
Additional training Executive Certificate in Applied Artificial Intelligence, Cyborg Academy (2026)

LANGUAGES

Arabic (native) | English (professional) | Turkish (professional)