

Asem Alakabani

Software Engineer · Applied AI & Enterprise Automation

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PROFESSIONAL SUMMARY

Software engineer with five years inside enterprise delivery at Aubay — unattended RPA robots, Power Platform apps, and full-stack work for energy, banking, luxury, telecom, and media clients — now keeping a telecom operator's order pipeline healthy as an L2 application-support engineer at Accenture. Alongside that, I ship applied-AI systems: a public tool-calling portfolio assistant whose knowledge pipeline is confidentiality-gated and regression-tested with adversarial evals in CI, an LLM+vision parsing pipeline, and multi-provider agents. The discipline that keeps an unattended robot alive in production — graceful degradation, correlation-traced logging, verification built into the automation, human-in-the-loop boundaries — is what I bring to AI work.

AI & LLM ENGINEERING — SHIPPED WORK (PERSONAL PROJECTS)

- **Public AI portfolio assistant** — A streaming, tool-calling chat assistant over my career knowledge (Next.js, Vercel AI SDK, Anthropic API): role-aware answers, schema-validated tool inputs, progressive-disclosure retrieval with per-answer citations, anti-hallucination guardrails. Live at the portfolio link above — you can interrogate it.
- **Evals-first release loop with CI gating** — A versioned offline eval suite gates every knowledge-affecting change: adversarial leak probes measured a real confidentiality failure (6 of 8 probes extracted internal identifiers from the old knowledge base) and proved the fix (8/8 pass across three runs, 0 fabrications in 129 graded cases). Deterministic rubric cases block the merge; a tool-executing harness grades answers against the notes the model actually fetched.
- **Confidentiality-gated knowledge pipeline** — The assistant's knowledge is generated from a private notes vault through a mechanical gate: publish/naming metadata filters plus a redaction scanner run on the export output, fail-closed (a failed scan deletes the export). The same export now drives the portfolio's content.
- **LLM+vision automation pipeline and tool-calling agents** — Parses chart screenshots and free-text messages into structured intents (Claude / Gemini vision) with correlation-traced logging, rate-limit backoff, schema guards, and reconciliation against a source of truth; an email agent on a pluggable six-provider LLM layer; Jisr AI, a deployed bilingual (English/Arabic, full RTL) platform teaching practical prompting; MCP tooling in daily use.

TECHNICAL SKILLS

AI / LLM	Tool-calling agents · prompt engineering · LLM evaluation (adversarial probes, LLM-as-judge, promptfoo, CI eval gates) · GenAI observability (OpenTelemetry/OpenInference, Phoenix) · LLM+vision · MCP · Anthropic/OpenAI/Google APIs
Application support	Incident and request handling (Remedy) · cross-system order tracing with SQL and shell · Control-M · Oracle WebLogic operations · Salesforce verification · scripted checks and automations
RPA & Low-Code	Power Automate (Cloud & Desktop) · Power Apps (Canvas) / Power Fx · Dataverse · SharePoint Online · solution ALM (versioned import/rollback, PAC CLI)
Programming	Python · TypeScript / JavaScript · Next.js / React · Node.js · shell · C# (ASP.NET Core) · Java
Data & Cloud	SQL · PostgreSQL / Supabase (pgvector) · Power BI · Azure (fundamentals) · Git · GitHub Actions / GitLab CI

PROFESSIONAL EXPERIENCE

L2 Application Support Engineer

May 2026 – Present

Accenture (via Aubay) — client Fastweb-Vodafone

- Keep a telecom operator's order-lifecycle chain healthy — sale, customer record, activation, billing, and the integration layer between them — on an L2 queue: trace a stuck order end to end with SQL, shell, and application logs, fix it at the failing station rather than patching downstream state, re-drive Control-M jobs, operate WebLogic-hosted services, verify CRM state in Salesforce; tickets in Remedy.
- Scripted a daily fifteen-step batch routine (record selection from a tracking sheet, execution-file build, hand transfer across environments, remote edit, scheduler submission, next-morning verification) down to one review-and-send: batch selection and in-place file generation with record-count, format, and duplicate checks, plus a scripted morning verification — the miscount, partial-paste, misnaming, and reprocessing failure modes eliminated, every run logged and the batch archived, a few hours a week saved.
- Use Copilot Premium (Claude and GPT models) to draft shell scripts, automations, and mail/Office workflows, reviewed before use.

Bulgari (LVMH) — Power Apps Developer

November 2025 – April 2026

- Rebuilt an inherited Canvas quality-control app from single- to multi-standard AQL acceptance sampling: a deterministic, table-driven accept/warn/reject rules engine in Power Fx where adding a standard or threshold is a data change, not a code change — with automated destination-site assignment and source-controlled delivery (PAC CLI + Git).
- Closed a privacy-compliance gap in an employee-referral app by promoting the required consent document to a first-class validated field, gating submission on it, and carrying the link through HR review and downstream Excel exports.
- Extended a talent-evaluation app to half-point rating granularity while protecting an integer-keyed 9-box matrix lookup — rounding only at the lookup boundary, persisting the raw decimal everywhere it is stored, charted, or reported.

ENGIE — RPA Developer

March 2025 – April 2026

- Shipped an unattended electricity-invoice approval robot (Power Automate Cloud scheduler + Desktop worker) covering hundreds of supply points monthly in a legacy desktop billing client: queue-with-bookmark idempotent resumption, a self-budgeting runtime that stops cleanly before its time window closes, and a per-record OK/KO audit trail; iterated to a sixth production version.
- Hardened a supplier document-compliance robot that drains a self-healing SharePoint priority queue (delete-on-success, re-queue-on-failure) and bulk-scans an e-procurement portal across tens of thousands of suppliers and orders per year, classifying each through an ordered rules engine into accept / review / reject with a daily report.
- Replaced a manual, multi-hour Salesforce CPQ product-release process with an unattended three-phase robot handing off through human-reviewable OK/KO sheets — 100+ price/condition fields set per product via injected JavaScript — packaged as a versioned solution with single-pass global fixes and clean rollback.
- Also delivered a scheduled plant-telemetry ingestion robot and a governed Power BI turnover model for two gas commercial segments.

Monte dei Paschi di Siena — RPA Developer

July 2025 – October 2025

- Built an unattended certified-email (PEC) routing robot for court documents: OCR field extraction and a SharePoint-driven rules engine match each document to the right credit/NPL case through layered fallbacks, with an explicit default-to-human path for anything below confidence — removing a single-person dependency on legally sensitive mail, on a twice-daily schedule.
- Automated daily MiFID II transaction-reporting exception handling for a derivatives desk, consolidating four manual T-1 workflows into one robot with graduated failure handling and a per-step activity log on every run.

Earlier experience at Aubay

2021 – 2025

- Full-stack development of an internal marketplace platform for a national financial-news publisher; SharePoint Online portal development and content migration from legacy file servers with metadata and permissions preserved.
- Security vulnerability remediation (file-upload validation) for a financial application; fiber-optic infrastructure documentation and authorization-workflow support for a national telecom operator.

CERTIFICATIONS & TRAINING**Powercoders — Coding Academy**

2020

Full-stack bootcamp: JavaScript, React, Angular, Vue.js, Node.js, Git, Agile.

LinkedIn Learning — 90+ course completions

2021 – 2024

Azure & AI fundamentals (AZ-900 / AI-900 prep) · AWS & cloud foundations · Microsoft 365 & Power Platform · networking & infrastructure · leadership & professional development.

EDUCATION & LANGUAGES**Education:** High School Diploma — Ministry of Education, Syria (EQF Level 4)**Languages:** Arabic (native) · English (excellent) · Italian (good) · Spanish (intermediate)