

PROFESSIONAL EXPERIENCE

Network & Systems Administrator Experts Care Medical Group Healthcare IT, infrastructure and operations responsibility across server, network, security, communications, hosting and clinical-technology environments. - Operated Dell server and virtualization infrastructure, Synology NAS, IIS and SQL workloads - Managed FortiGate networking, segmentation, WAN resilience, VPN and connectivity - Administered endpoint security and operational cybersecurity controls - Supported MILLENSYS HIS/ERP, Waseel integration context and NPHIES onboarding preparation - Operated Grandstream VoIP, Wave and call-center infrastructure - Led backup automation, hosting, DNS/SSL, asset and access-governance improvements 100+ endpoint environment 20+ servers/workloads 99.86% CBAHI organization result	May 2024 - Jul 2026 Jeddah, Saudi Arabia
IT Manager / IT Lead Balsam AIUIa Pharmacies Led multi-site pharmacy IT operations, ERP migration, infrastructure, security and user enablement. - Supported 15 pharmacies, headquarters and five warehouses - Led Al-Aseel to ABC ERP migration and rollout activities - Delivered user training and operational transition support - Managed FortiGate-based branch networking and ESET Protect endpoint security - Coordinated vendors, standards, support priorities and branch technology readiness 15 pharmacies + HQ + 5 warehouses 50+ users trained	Feb 2022 - May 2024 AIUIa, Saudi Arabia
Systems Administrator & Network Security Specialist Zahrat Al-Rawdah Pharmacies Supported systems, network security and branch operations across a large multi-site pharmacy environment. - FortiGate branch security, connectivity and troubleshooting - Hyper-V virtualization and Windows infrastructure - Solver ERP and SQL backup/restore support - Safetica DLP and endpoint security controls - Repeated branch rollout, go-live and operational support 150+ pharmacy environment 350+ staff environment 10+ cities Approximately 45 branch go-lives	Apr 2019 - Jan 2022 Saudi Arabia
EARLIER CAREER	
Technical Support Specialist Alanaya Aldawaiya / Al Ashban Trading Est. Technical support with systems, networking, ERP transition and multi-site pharmacy responsibilities.	Feb 2017 - Apr 2019 Riyadh, Saudi Arabia
IT Technical Support Al Mazloun for Trading & Agencies Delivered endpoint, printer, LAN/WAN, software, backup and retail/POS support.	2015 - 2017 Alexandria, Egypt
Computer Services / IT Operations Elforqan Computer Services Built deeper hands-on experience in computer services, troubleshooting, installations, hardware and customer-facing technical operations.	2010 - 2015 Alexandria, Egypt
Owner / Technical Lead Mega Computer Shop Entrepreneurial period combining technical service delivery, computer sales, maintenance and day-to-day operations.	2008 - 2010 Alexandria, Egypt
Sales & Technical Support Tiba Computer Combined customer-facing technology sales with practical technical support and maintenance.	2005 - 2008 Alexandria, Egypt
Technical Support Technician Estabrak Computer Services Early-career hands-on foundation in computer troubleshooting, operating systems, hardware and user support.	2003 - 2005 Alexandria, Egypt

SELECTED PROJECTS

Experts Care Connect

Experts Care Medical Group | Healthcare Digital Transformation

Internal healthcare operations, CRM and digital-services platform designed around real operational workflows.

Highlights: Medical reports, appointment and patient-relations workflows | Operations queues, SLA visibility and notifications | Secure document delivery, audit trails and reporting

CBAHI IT Readiness & Healthcare Technology Compliance

Experts Care Medical Group | Healthcare IT

IT-readiness contribution spanning availability, access controls, documentation, operational continuity and technology support.

Highlights: Technology readiness across clinical and business operations | Access and security controls | Documentation, continuity and operational support

Clinic Display System

Experts Care Medical Group | Digital Platforms

In-house real-time clinic display platform for centralized operational content management.

Highlights: Centralized role-based administration | Real-time schedule and content updates | 30-screen platform

Healthcare WAN Resilience & Hybrid Failover

Experts Care Medical Group | Infrastructure & Networking

Connectivity resilience design using primary and backup links to improve availability of clinical and operational services.

Highlights: Primary/backup connectivity design | Failover and health-check strategy | Business-continuity focus for clinical services

Healthcare Backup Automation

Experts Care Medical Group | Automation & Data Protection

Automated backup and validation workflows supporting MILLENSYS patient-file operations and NAS offload.

Highlights: Scheduled automation and controlled execution | Validation, observability and operational logging | Reporting and notification workflows

Unified Communications & Offshore Call Center Transformation

Experts Care Medical Group | Unified Communications

Grandstream-based communications and call-center architecture spanning local and offshore operations.

Highlights: Queues, IVR and routing | Call recording and offshore operations | Analytics and Connect integration planning

EDUCATION & MEMBERSHIP

Diploma of Science in Computer Studies

Alexandria University - Oct 2010 - Jul 2012

Grade: Good

Saudi Council of Engineers Membership

Saudi Council of Engineers

Professional classification: Computer Technician

SELECTED CREDENTIALS

Google IT Support Professional Certificate

Google / Coursera - 28 Aug 2023

NSE 1 Network Security Associate

Fortinet - 23 Mar 2022 - Historical credential

Introduction to Cybersecurity

Cisco Networking Academy - 14 Jun 2021

Computer Network Fundamentals

Information Technology Institute (ITI) - 17 Sep 2023

Introduction to Network Security

Information Technology Institute (ITI) - 24 Sep 2023

Foundations of Cybersecurity

Google / Coursera - 9 Aug 2023

TECHNOLOGY SUMMARY

- MILLENSYS HIS/ERP
- Waseel integration environment
- NPHIES onboarding
- CBAHI readiness
- Healthcare workflows
- Clinical technology support
- Windows Server
- Dell PowerEdge
- VMware ESXi
- Hyper-V
- Synology NAS
- IIS
- SQL Server
- Server rooms & UPS
- FortiGate
- VLANs
- VPN
- SD-WAN
- Routing & switching
- LAN/WAN
- DIA & 5G failover
- IP planning
- FortiGate security
- Kaspersky Next EDR
- ESET Protect
- Safetica DLP
- Endpoint security
- Access governance
- Security policies
- Grandstream UCM
- Wave
- RemoteConnect
- VoIP
- Call queues

PROFESSIONAL FOCUS

- Group IT Leadership
- Healthcare IT
- IT Infrastructure
- Systems & Networks
- Cybersecurity
- IT Operations
- Digital Transformation