

# Mohamed Ghoniem

Senior Healthcare Technical Support Engineer

## Contact

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## Education

B.Sc., of Electronics and Electrical Communications engineering, El Shorouk Academy– El- Shorouk City, Egypt.

## Skills

- **Critical thinking and problem solving**
- **Troubleshooting & Debugging**
- **Customer Focus**
- **Communication skills**
- **Time Management and Multitasking**
- **Team Collaboration**
- **Incident Management**
- **Healthcare Technologies**  
(EMR, HIS, RIS,PACS)
- **Windows Server Administration**  
MSCA(2016,2019,..)
- **Scripting & Automation**
- **Operation Systems :**  
(MAC-Windows-Linux)
- **Virtualization** (HyperV,VMware)
- **Oriented by Healthcare protocols:**  
(HIPPA compliance,..)
- **SQL:**
  - Installing and Backup and recovery strategies.
  - write and optimize SQL queries for data extraction, analysis, and issue resolution.
- **DICOM:**
  - DICOM Integration
  - DICOM Standards
  - DICOM Troubleshooting
  - DICOM Workflows
- **HL7:**
  - Worked on HL7 inbound and outbound interfaces
  - Define data specification and map out the data crosswalks
  - Understanding interface messages like" ORM, ORU, DFT"

## Objective

I am HCIT Professional pursuing a new career opportunity which I can more fully utilize my personal skills and attributes, formal education and work experience to maximize the benefits and contributions made to my employer, while at the same time providing opportunity for a new challenges and professional growth.

## Experience

**DEC 2021 – Apr 2024**

### Technical support engineer | Fivoshealth (Medstreaming)

#### Job responsibility:

- Specialized in customizing vascular and cardiac reporting solutions for hospitals and labs as the sole provider of comprehensive data solutions in the industry.
- Leveraged 3 years of specialized experience in technical engineering to enhance product functionality and deliver customer centric solutions.
- Played a key role in fostering and maintaining client relationships
- executing high-performance tasks to achieve organizational objectives.
- Integral member of the Account Management Support Team, pivotal in establishing and nurturing strong relationships between customers and the company's support teams.
- Streamlined workflow processes, resulting in expedited turnaround times for customer requests.
- Proficient in: Ticket Management Application | Troubleshooting and Issue Resolution | Service Request Fulfillments | Ticket Communication | Event Monitoring | Stakeholder Communication | Account Management
- Set up and troubleshoot integrations between various enterprise applications and integration platforms.
- Delivered comprehensive remote training and technical support for system applications, ensuring seamless user adoption and optimal system performance.

**DEC 2019 – SEP 2021**

### Technical and customer support engineer | ROLOGY

#### Job responsibility:

- Installed and configured system requirements across multiple operating systems, including Windows and Linux.
- Trained system users in enterprise environments to ensure effective system utilization and adoption.
- Monitored and troubleshooted system issues in real time to maintain operational efficiency.
- Configured DICOM nodes and established connectivity between medical devices and hospital systems.
- Managed web-based applications to ensure seamless functionality across diverse web servers.

**JUN 2016 – DEC 2019**

### Technical and support engineer | Global Technology (Fujifilm)

#### Job Responsibilities:

- Managed and troubleshooted Archiving System and Information System platforms to ensure optimal performance and reliability.
- Ensured seamless integration with HIS (Hospital Information Systems) using HL7 interfaces for efficient data exchange.
- Coordinated with stakeholders, developers, and IT teams to resolve technical issues and improve system functionality.
- Monitored Windows and Linux-based Archiving System servers for performance, security, and compliance.
- Configured and maintained WebSphere and Apache web servers to support enterprise-level applications.
- Administered database servers, including Oracle and MySQL, for healthcare applications to ensure data integrity and performance.

