

Abdelrahman Hassanien

Business Systems & Digital Transformation Manager

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PROFESSIONAL SUMMARY

Business systems and digital transformation manager with more than 10 years of experience across telecommunications, network infrastructure, healthcare technology and multi-site operations. Currently leads a lean three-person technology function supporting 70 operational locations. Progressed from the organisation's sole technology professional to IT Manager, coordinated the consolidation of seven fragmented branch systems into a centralised healthcare platform, and currently leads internal coordination for the migration and validation of more than two million customer and patient records. Combines business analysis, HIS and ERP systems, data quality, vendor governance, infrastructure, cybersecurity, user adoption and secure automation.

CORE SKILLS

Digital Transformation | Business Systems Analysis | Healthcare Technology | HIS & ERP Systems | Multi-Site Technology Operations | Data Migration & Validation | Data Quality & Reconciliation | Vendor & Contract Management | IT Governance & Service Delivery | Infrastructure & Networks | Cybersecurity & Access Management | Business Continuity & Backup | Technical Procurement | Training & Change Enablement | Process Automation | AI-Enabled Operations | Dashboards & Operational Reporting | Cloud Engineering

SELECTED LEADERSHIP IMPACT

- Sustained technology operations across 70 locations through a lean three-person function with clear ownership and escalation.
- Helped move the organisation from seven fragmented branch systems to a centralised healthcare platform.
- Leads internal coordination for migration, validation and reconciliation of more than two million customer and patient records.
- Established a central support, training and knowledge environment to improve user adoption and reduce repeated requests.
- Strengthened vendor follow-up, technical scope review, access lifecycle, documentation, backup and security controls.

PROFESSIONAL EXPERIENCE

IT Manager | Business Systems & Digital Transformation | 2023 - Present

Safwa Al-Muhaidib Dental Group | Riyadh, Saudi Arabia

- Lead a three-person technology function, including two direct team members, supporting 69 branches and the corporate head office across 70 operational locations.
- Maintain overall accountability for business-critical systems, data, infrastructure, networks, user access, corporate email, hosting, domains, CCTV technology, technical procurement and vendor coordination.
- Coordinate the transition from legacy healthcare and ERP platforms to a new enterprise system, covering migration, validation and reconciliation of more than two million customer and patient records.
- Review migration outputs, identify missing relationships and data-quality issues, trace defects to source structures or historical workflows, and coordinate corrective action with support and database teams from both providers.
- Translate requirements from medical operations, finance, human resources, quality, warehouses and branches into prioritised requirements, testing plans, implementation timelines and user-readiness activities.
- Review technical scope, contract provisions and purchasing requirements while applying access, backup, continuity, documentation, testing, rollback and security-gate controls.
- Designed and deployed a central support and knowledge environment for FAQs, technical guidance and simplified training videos, and recruit and coach team members within a constrained staffing model.

PROFESSIONAL EXPERIENCE - CONTINUED

IT Specialist | Sole Technology Operations Responsible | 2019 - 2022

Safwa Al-Muhaidib Dental Group | Riyadh, Saudi Arabia

- Joined as the primary and initially sole technology professional responsible for systems, infrastructure, branch support, users and vendor coordination.
- Managed daily technology operations in a rapidly expanding healthcare environment, including devices, networks, printers, connectivity and business applications.
- Collected and coordinated branch data from approximately seven systems, most of them desktop-based and independently operated.
- Played a central role in the 2020-2021 consolidation of fragmented branch systems into one centralised healthcare platform.
- Coordinated technical issues and user requirements, trained users and created the operating foundation that supported the later expansion of the technology team.

Telecommunications & Site Engineer | 2015 - 2018

Actel Communications - Huawei Subcontractor | Egypt

- Supervised telecommunications and network installation activities across project sites.
- Coordinated technicians, contractors, site requirements, implementation progress, testing and quality follow-up.
- Prepared site reports and technical observations and supported troubleshooting, commissioning and handover.

SELECTED TRANSFORMATION EXPERIENCE

Legacy Systems Consolidation: Coordinated the transition from seven fragmented branch systems - mostly desktop-based - to a centralised healthcare platform serving 70 operational locations.

Enterprise Healthcare Data Migration: Leads internal coordination for migration, validation and issue reconciliation of 2M+ records between legacy and new enterprise platforms.

Support, Training & Knowledge Platform: Designed and deployed a central environment for FAQs, technical support guidance, operational follow-up and simplified training videos.

Secure Automation & AI-Enabled Operating Models: Develops practical operating models that combine business analysis, workflow automation, dashboards, access controls, documentation, monitoring and human approval gates.

TECHNOLOGY ENVIRONMENT

HIS, ERP, HR and CRM platforms | Data migration, mapping, validation, reconciliation and data quality | Infrastructure, networks, endpoints, printers, CCTV and access management | Corporate email, domains, DNS and hosting | Documentation, backup, testing, rollback and security-gate controls | Dashboards, workflow automation and AI-enabled operations

EDUCATION

Bachelor of Engineering in Electrical Engineering - Electronics and Communication Technology

Modern Academy for Engineering and Technology, Cairo, Egypt | 2012

TRAINING & CONTINUOUS DEVELOPMENT

CCNA curriculum coursework | ICDL training | Digital and Analog Communications | GSM Technology | Cloud Engineering - currently studying | Continuous development in AI-enabled operations, automation, secure platform design and business systems

PROFESSIONAL REGISTRATION & ADDITIONAL INFORMATION

Active registration with the Saudi Council of Engineers | Valid Saudi driving licence | Valid Saudi residency under the Electrical Engineer profession | Arabic: Native | English: Working proficiency for technical documentation, email, systems and vendor communication