MAHMOUD ABED

Senior IT Specialist

IT Service Delivery | Healthcare IT and Application Support | Dynamics 365 Finance and Operations | ITSM | Cybersecurity

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PROFESSIONAL SUMMARY

Senior IT Specialist with **18 years** of hands-on experience in end-user support, service desk leadership and hospital applications across government, telecom, retail and healthcare. Spent close to nine years at the Ministry of Commerce leading a help desk and service desk team of **12 engineers** for Riyadh HQ and 85 branches. Since Dec 2022 at Arabian Trade House on hospital systems: BloodTrack and TEG, NPHIES for revenue cycle management, ZATCA e-invoicing (Fatoora Phase 2), and GS1 barcodes in the WMS module of Dynamics 365 Finance and Operations.

PROFESSIONAL EXPERIENCE

Application Specialist | Arabian Trade House, Medical Division — Dec 2022 – Present

- Managed the Haemonetics BloodTrack and TEG implementation at **four major government hospitals in Riyadh**; worked with each hospital's IT team on system integration, walked client staff through system use and stayed on after go-live to fix issues.
- Supervised, together with company management, **NPHIES FHIR R4** testing for **revenue cycle management (RCM)** of the four core transactions: Eligibility Verification, Prior Authorization, Claims Submission and Payment Reconciliation, through to go-live readiness.
- Demonstrated NPHIES to healthcare providers; **two medical centers** joined testing before production.
- Coordinated EMR/EHR integration on two fronts: medical (CBAHI and MOH; insurance through NPHIES) and financial: ZATCA e-invoicing (Fatoora Phase 2); supported presales with product demos and pricing.
- Enabled the **Warehouse Management System (WMS)** module in **Microsoft Dynamics 365**, including GS1 barcode scanning (DataMatrix, GS1-128, GTIN mapping); tested in a sandbox before rollout.

Bid Coordinator | Diyar United Company — Nov 2021 – Nov 2022

- Member of the **7-person Riyadh bid team**, working under the bid managers in Kuwait and Jordan, submitting **3 to 5 bids and tenders every week**.
- Prepared technical and financial bids for Saudi government tenders with site visit findings, manuals and certified visit reports if required, and bid costings with Finance (labor, materials, schedules).

IT Support Team Leader | Help Desk and Service Desk | Ministry of Commerce — Jan 2013 – Oct 2021

- Led **12 support engineers** across Riyadh HQ and **85 branches**.
- Also supported **35 commercial attaché offices** at Saudi embassies abroad, handling diplomatic pouches together with the Ministry of Foreign Affairs.
- Rebuilt the IT service catalog, built KPI dashboards and helped with IT strategy and purchasing.
- Linked the service desk to Servers, Network and Cyber Security; ServiceNow escalations within SLA.
- Helped run Windows Server, Active Directory, DNS, DHCP, Group Policy and Exchange; coordinated network and FortiGate firewall incidents across HQ and branches; kept endpoints patched and secure.
- Supervised and implemented the PBX to **Cisco IP Telephony** migration with Saudi Business Machines.
- Ran the upgrade of **two smart meeting rooms** (Barco ClickShare, Poly EagleEye, Crestron control and automation); other government IT teams later copied the setup.
- Oversaw the Chamber of Commerce elections and the voting system as it was developed in phases.

PROFESSIONAL EXPERIENCE CONTINUED

IT Support Specialist | Carrefour — Jan 2012 – Dec 2012

- Maintained POS terminals, **12 networked weighing scales** and other store devices at the Granada main branch for around 20 cashiers, keeping every device on the network and running.
- Kept prices, promotions and discounts current in store systems, produced daily system reports, ran random barcode scans to check prices and expiry dates, and followed up daily on supplier orders.

IT Support Specialist | Zain — Jan 2008 – Jun 2011

Client assignment through International Turnkey Systems (ITS)

- Supported a three-floor, **240-seat call center**: workstations, Active Directory, Exchange, printing and Cisco voice; monitored systems and resolved incidents through the Network Operations Center (NOC).
- Handled incidents in BMC Remedy; cut monthly tickets from about **5,200 to 2,800 (46%)**.
- Led data and Outlook PST file migration of Zain servers from Kuwait and Bahrain to Saudi Arabia.
- Ran HP MFP printers (network setup, maintenance, supplies); managed the HP ink and toner vendor.

TECHNICAL SKILLS

Healthcare systems: Haemonetics BloodTrack, TEG 6s/5000 and TEG Manager, HIS/LIS, Electronic Medical Records (EMR/EHR), PACS and RIS, NPHIES (FHIR R4) testing for revenue cycle management (RCM). Workflow knowledge: HL7, ISBT 128, CBAHI and MOH requirements.

ERP and warehouse: Microsoft Dynamics 365 F&O: Warehouse Management (WMS) module setup and testing, GS1 DataMatrix, GS1-128, FNC1 handling, GTIN mapping; application support, product walkthroughs.

IT service management: ITSM, ServiceNow and BMC Remedy ticketing, incidents and service requests, escalations, SLA tracking, IT service catalog, KPI dashboards, stakeholder coordination.

Infrastructure and security: Windows Server, Active Directory, Group Policy, DNS, DHCP, Exchange, Microsoft 365, PowerShell, VMware virtualization, backup, FortiGate firewalls, network troubleshooting, endpoint patching.

Project delivery: Project management, technical and financial proposals, tender costings, Cisco IP Telephony, smart meeting rooms with Crestron, Barco and Poly; ZATCA e-invoicing (Fatoora Phase 2).

EDUCATION

B.Sc. in Information Systems | October 6 University, Cairo, Egypt — 2004 – 2007

CERTIFICATIONS AND MEMBERSHIPS

Saudi Council of Engineers (SCE) | Specialist – General System Analyst | Membership No. 695911 | Sep 2020
NPHIES Academy | Registering in NPHIES Platform | Online course, 2 hours | 2024
Fortinet NSE 1 (Aug 2022), NSE 2 (Aug 2022) and NSE 3 (Sep 2022) | NSE 4 In Progress
CompTIA Security+ | Exam SY0-601 | 2022
PMP Exam Preparation Course | Knowledge Beam | 35 contact hours | 2016
CompTIA A+ | New Horizon Institute, Riyadh | 2010

AI AND AUTOMATION (SELF-DIRECTED)

Build small **AI agents** with tools (**agent harnesses**) and Model Context Protocol (**MCP**) servers linking them to tools and data for IT documentation. Self-study: prompt engineering, **RAG** over internal documents, tool calling, fine-tuning basics. Daily tools: ChatGPT, Claude, Microsoft Copilot, Cursor; AI-assisted PowerShell scripts for routine IT tasks.

LANGUAGES

Arabic (Native) | **English** (Professional working proficiency)