MOHAMED IBRAHIM RAMADAN

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PROFESSIONAL SUMMARY

Full-Stack .NET & Web Developer with 15+ years of experience designing and delivering enterprise, payment, and government systems across GCC (Oman, Qatar, Kuwait, Saudi Arabia, Egypt). Skilled in end-to-end solution development using .NET Core, Angular, SQL Server, and Azure DevOps. Experienced in integrating payment gateways (Thawani Pay, KNET) and implementing secure PKI authentication for Oman e-Government. Proven record in system design, data analytics, and AI-driven automation.

TECHNICAL SKILLS

Programming & Frameworks: C#, .NET Core, .NET Framework, MVC, Blazor, Python, Angular, React, JavaScript, TypeScript, SurveyJS, Telerik UI, Telerik Report Server, Telerik Report Designer

Web Development: HTML5, CSS3, JavaScript ES6+, TypeScript, Responsive Design, Front-End Architecture, Bootstrap, Tailwind CSS, ASP.NET, Web Services

APIs & Architecture: RESTful APIs, Microservices Design, OAuth2, JWT Authentication, Middleware Development, API Gateway Integration, WCF Services

Database & Reporting: SQL Server 2000-2022, Query Optimization, Stored Procedures, Entity Framework Code-First, Entity Framework DB-First, LINQ, T-SQL, Database Design, Qlik Sense, Qlik Sense Hub, QlikView, Telerik Reporting

Payment & Financial Systems: Thawani Pay, KNET, ACH, WPS, RTGS, Secure Transaction APIs, Payment Reconciliation, Payment Reporting, Financial Integration

AI & Machine Learning: TensorFlow, ML.NET, BERT, NLP, OpenAI API Integration, GPT Integration, Predictive Analytics, Text Classification, Machine Learning Models, ChatterBot

Cloud & DevOps: Microsoft Azure, Docker, Git, GitHub, Azure DevOps, CI/CD Pipelines, GitHub Actions, Cloud Deployment

Security: Oman PKI Integration, SSL/TLS, OAuth2, JWT, Digital Signatures, Certificate Validation, Secure Authentication

Development Tools: Visual Studio, Visual Studio Code, Postman, Swagger, SQL Server Management Studio, NPrinting

Project & Collaboration: Agile Methodology, Scrum, Project Management, Team Leadership, Requirements Gathering, Technical Documentation, Business Analysis, Cross-Functional Collaboration

PROFESSIONAL EXPERIENCE

SSL-OMAN | Muscat, Oman

Software Developer | August 2021 - Present

- Architected and developed the EJADA System, a national performance measurement platform across government entities. Designed data models and SQL views used as the foundation for Qlik Sense dashboards, enabling dynamic KPI visualization and executive analytics. Integrated SurveyJS for interactive KPI data collection and workflow-driven reporting.
- Directed the design and implementation of the Legal Case Management System for the Ministry of Housing & Urban Planning, automating legal workflows, document tracking, and case lifecycle management using .NET Core and SQL Server.
- Spearheaded the Customer Satisfaction (CSAT) System, leveraging SurveyJS and .NET Core to deliver interactive survey dashboards, feedback analysis, and actionable service quality insights with advanced reporting capabilities.
- Delivered the MENA HR System for the OHI Group, establishing a unified regional HR platform for personnel data, payroll automation, and performance management across multiple subsidiaries using .NET Core and Entity Framework.
- Collaborated with the Environment Authority (EA Oman) as a Business Analyst, facilitating requirements gathering, authoring functional and technical documentation, and ensuring enterprise solution alignment with national digital transformation goals.
- Developed the Report Hub, a centralized reporting platform built on .NET Core, Telerik Report Server, and SQL Server, integrated as the core reporting module within the company's main CMS product. Enabled business users to customize reports using Telerik Report Designer.
- Enhanced cross-system analytics by creating secure database views and supporting BI teams in integrating data into Qlik Sense dashboards, improving organizational reporting efficiency and insight generation.
- Collaborated with front-end and infrastructure teams to resolve integration issues in the Stores Management project, ensuring seamless connectivity between IBM Filenet, CMS modules, and Angular dashboards through optimized API design and backend services.

Authority for Small and Medium Enterprises Development (RIYADA) | Muscat, Oman

SharePoint Developer | August 2019 - August 2021

- Supported and developed SharePoint applications for government services, improving workflow automation and document management.
- Created internal applications and an Android mobile app for SME services using .NET and modern mobile development frameworks.
- Worked on various technologies including .NET (C#), SQL Server, SharePoint 2013/2016, Blazor, and .NET Core Web API for enterprise solutions.

Freelance Software Developer | Remote

Software Developer | February 2017 – August 2021

- Delivered ERP, HR, and medical systems for clients in Egypt (MASRSCAN.com), Saudi Arabia, and Libya using .NET Core, MVC, and SQL Server.
- Developed logistics and project-management web applications for City Shipping Oman and EMAAR Oman, leveraging C#, ASP.NET MVC, SQL Server, and integrated reporting dashboards with real-time data visualization.
- Built logistics, hotel, and trading systems for regional clients including E-OK Logistic and LearnBorsah.com with complete inventory and booking management.
- Implemented Wasabi S3 storage solutions for cloud-based file management and backup systems.
- Created multiple PHP and .NET websites for SMEs including Buhooth.net and Alkhozama.biz with e-commerce functionality.
- Implemented mobile apps for HR and hotel management (JAZANINN) using cross-platform development frameworks.

Qatar Charity | Doha, Qatar

Senior Software Developer | August 2016 - February 2017

- Created KIOSK donation application using AngularJS and .NET Web API for seamless donor experience in charitable organizations.
- Enhanced mobile application with React Native for iOS and Android platforms, improving user engagement and donation processing.
- Developed RESTful APIs for donation processing and reporting with secure payment gateway integration.
- Integrated Qatar Charity Donation Portal with online payment APIs and kiosk applications for multi-channel donation processing.

BAB IT Solutions | Riyadh, Saudi Arabia

Senior Software Developer | January 2015 - February 2016

- Enhanced enterprise systems for Riyadh Region Police and Ministry of Communication using Java EE and .NET technologies.
- Developed Android and iOS mobile applications for public services with secure authentication and data synchronization.
- Supported hybrid Java EE and .NET backend architecture for large-scale government systems.
- Worked on ALDIWAN project in Libya (6 months in 2013): Built the national identity system for the Civil Registry Authority (LCRA), integrating Oracle and SQL Server databases via secure APIs, developing citizen registration and verification modules.

FOREACH IT | Alexandria, Egypt

Senior Software Developer | September 2012 - January 2015

- Delivered Hospital Management, HR, Logistics, and Warehouse systems using Entity Framework and ASP.NET MVC.

- Built SharePoint portals for Ajman government project in UAE with custom workflows and document management.
- Trained and led junior developers in .NET development best practices and code review processes.
- Implemented WCF services for system integrations and inter-application communication.

HARDTASK | Kuwait City, Kuwait

Senior Software Developer | March 2011 - September 2012

- Designed responsive web and Android applications using ASP.NET and Web Services for e-commerce platforms.
- Built YabilaDeal mobile application with complete e-commerce features including payment integration.
- Integrated SEO optimization and Google Analytics for improved search engine ranking and user tracking.
- Delivered scalable B2C solutions with high-performance architecture and database optimization.

GULFSIP | Alexandria, Egypt

Software Developer | December 2009 - March 2011

- Developed VoIP SoftPhone and WebPhone applications using PortSIP SDK for voice communication.
- Implemented call transfer, conferencing, VPN detection, and call recording features.
- Built bulk SMS and automated calling systems for marketing campaigns with queue management.
- Designed Call Center Monitor dashboards for real-time agent performance tracking and analytics.

Top Systems | Alexandria, Egypt

Senior Software Developer | October 2008 - November 2009

- Migrated complete ERP system from VB6 to .NET Framework, modernizing legacy codebase.
- Created custom DevExpress components and runtime report designers for dynamic reporting.
- Delivered ERP web applications for Saudi clients including AutoStar and Lawazem with full inventory management.
- Optimized database performance with indexing strategies and SQL triggers for data integrity.

MASRTECH | Alexandria, Egypt

.NET Developer | October 2007 - October 2008

- Built warehouse management, HR, and task-tracking systems using C# and SQL Server.
- Developed ERP modules for financial management and inventory control with reporting features.
- Integrated time attendance systems with biometric devices for automated employee tracking.
- Designed GIS tourism map application using Google Maps API for location-based services.

EDUCATION

MCIT Professional Training Program
Specialization in Software Development & Programming Tools

Bachelor's Degree in Accounting
Alexandria University, Egypt

Diploma in Information Technology
Institute of Graduate Studies and Research, Alexandria University

PROFESSIONAL TRAINING & CERTIFICATIONS

New Horizons

PMP Preparation, ITIL Course Preparation, SharePoint 2013, C Programming, C++ Programming, Java Programming

Synergy

C#.NET, SQL Server, ADO.NET, ASP.NET, XML Web Services, COM+ Applications, Mobile Applications Development, Application Security

Berlitz

English Language - Professional Communication

Dale Carnegie

Effective Communications, Human Relations, Teamwork, Problem Solving, Public Speaking, Customer Service Excellence, Marketing & Sales, Business Writing, Project Management

AI & DATA SCIENCE PROJECTS

OpenAI API Integration - Jobsphere AI Project

Currently developing AI-driven content and post-generation features within a .NET Core MVC platform. The system integrates OpenAI GPT APIs for automatic creation of job posts, recommendations, and career-related content. Building backend services to manage prompt processing, response caching, and token optimization using SQL Server for data storage. Project involves prompt engineering and fine-tuning model responses to ensure relevant, well-structured outputs.

ChatterBot Integration - Conversational AI

Used ChatterBot (Python) to prototype a local conversational assistant connected to backend APIs. Implemented a middleware layer in .NET to call Python endpoints for training data and returning smart responses. Integrated natural language processing for intelligent chatbot functionality.

AI Data Analysis with ML.NET & TensorFlow

Integrated ML.NET models in backend services for predictive analytics including employee turnover risk, feedback sentiment scoring, and classification tasks. Deployed lightweight TensorFlow models in

API endpoints for real-time scoring and decision support. Applied machine learning algorithms for data-driven insights.

Kaggle & Continuous Learning

Contributed to Kaggle datasets and notebooks related to NLP, job classification, and automation. Applied machine learning techniques in practical backend applications involving text analysis, email parsing, and intelligent tagging. Profile: www.kaggle.com/mohamedramadan2040

ADDITIONAL INFORMATION

Languages: Arabic (Native), English (Professional Proficiency)
LinkedIn: linkedin.com/in/moa7amed
Kaggle: www.kaggle.com/mohamedramadan2040
Website: www.moa7amed.com