

MOHAMED IBRAHIM RAMADAN

Enterprise Solutions Architect | AI Solution Architect | Data Governance & Digital Transformation Consultant

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EXECUTIVE SUMMARY

Enterprise Solutions Architect with 17+ years owning enterprise systems end-to-end across six countries — Oman, Qatar, Kuwait, Saudi Arabia, Egypt, and Libya. Career built on ownership and architecture, not just code: from Oman's cross-ministry performance platform (EJADA, ~85 government entities) to national identity, legal, HR, and payment systems. Key technical contributor to Agentra, SSL's enterprise AI platform — designing AI solution architectures, document intelligence, RAG, and enterprise search for government and enterprise customers — and architect of data governance solutions built on OpenMetadata. 13+ enterprise presales engagements spanning RFP analysis, technical proposals, customer workshops, demonstrations, and proof-of-concept delivery. A deep engineering foundation in .NET, SQL Server, and Azure keeps every architecture grounded in what actually ships. Advises executive stakeholders on AI adoption roadmaps, data strategy, and government digital transformation.

17+

Years of enterprise delivery

6

Countries — GCC & MENA

~85

Government entities on EJADA

13+

Enterprise presales engagements

CORE COMPETENCIES

Enterprise Architecture	Solution Architecture	AI Strategy & Adoption	Data Governance
Digital Transformation	Presales Engineering	Technical Leadership	Stakeholder Management
RFP Response & Proposals	System Integration	Application Modernization	Cloud Architecture
API Strategy	Payment Integration	Business Analysis	Government Solutions

KEY ACHIEVEMENTS

- Agentra — Enterprise AI Platform (SSL):** Key technical contributor to the solution architecture of an enterprise AI platform delivering bilingual (Arabic/English) intelligent assistants, document intelligence, enterprise search, and RAG for on-premises and private-cloud deployment. Led AI demonstrations, workshops, and PoCs for government organizations and shaped AI adoption roadmaps.
- EJADA — National Performance Platform (Oman):** Architected the solution, data model, and SQL reporting foundation for the cross-ministry performance measurement platform serving ~85 government entities — the executive reporting backbone powering Qlik Sense dashboards for national performance monitoring.

- **Enterprise Data Governance (OpenMetadata):** Designed data governance architectures for Omani government and enterprise initiatives — platform evaluation, capability mapping across data catalog, business glossary, lineage, and quality, governance maturity assessments, and technical proposals.
- **Ministry of Housing & Urban Planning — Legal Case Management:** Directed the system end-to-end, from requirements workshops with the ministry through deployment on .NET Core / SQL Server, digitizing case management and documentation workflows.
- **OHI Group — MENA HR Platform:** Architected a regional HR platform supporting ~700 employees across GCC operations — unified employee records, country-specific payroll engines, and performance management.
- **Oman PKI / e-Government:** Delivered PKI-based digital identity integration for Oman's e-Government portal, hardening certificate validation for production.
- **Payments & Financial Integration:** Architected and stabilized payment flows across Thawani Pay, KNET, ACH, WPS, and RTGS spanning kiosk, mobile, and web channels — including Qatar Charity's multi-channel donation platform unified behind one shared payment API.
- **AI in Production:** Shipped OpenAI GPT, ML.NET, and TensorFlow capabilities inside live .NET backends — content generation with token cost control, turnover-risk scoring, and real-time inference endpoints.

PROFESSIONAL EXPERIENCE

Enterprise Solutions Architect — AI & Strategic Partnerships

Jun 2026 – Present

Software Systems LLC (SSL-OMAN), Muscat, Oman — software house delivering government and enterprise digital solutions

- Key technical contributor to **Agentra**, SSL's enterprise AI platform — participating in solution architecture and technical design across intelligent assistants (Arabic & English), document intelligence, enterprise search, RAG, knowledge-base integration, and AI workflow automation, deployable on-premises or in private cloud.
- Design AI solution architectures for government and enterprise organizations, translating business requirements into practical, scoped AI use cases.
- Lead customer workshops, technical demonstrations, and proof-of-concept sessions for enterprise AI adoption; help define AI adoption roadmaps for customer organizations.
- Direct technical presales across 13+ enterprise engagements — RFP/RFI analysis, technical proposals, architecture documents, solution presentations, and partner coordination.
- Plan AI infrastructure for enterprise deployments — GPU sizing, storage, networking, and on-premises deployment architecture.
- Architect enterprise **data governance** solutions built on **OpenMetadata** for government and public-sector initiatives — platform evaluation, governance maturity workshops, capability mapping (data catalog, business glossary, lineage, metadata management, data quality, stewardship), and governance roadmaps.
- Evaluate emerging technologies and build strategic relationships with vendors and implementation partners to expand delivery capability.

Technologies: .NET, Python, OpenAI APIs, local LLMs, Ollama, Flowise, MCP, PostgreSQL, Redis, MinIO, Docker, OpenMetadata, vector search, REST APIs

Lead Solution Architect & Senior Full-Stack Developer

Aug 2021 – Jun 2026

Software Systems LLC (SSL-OMAN), Muscat, Oman

- Architected and delivered **EJADA**, the cross-ministry performance measurement platform serving ~85 Omani government entities — solution architecture, data model, and SQL views powering Qlik Sense executive dashboards.
- Directed the Legal Case Management System for the Ministry of Housing & Urban Planning end-to-end, from requirements through deployment on .NET Core / SQL Server.
- Architected the MENA HR platform for OHI Group — unified employee records, multi-country payroll engines, and performance management for ~700 employees across GCC operations.
- From 2025, contributed to the solution architecture and early presales of Agentra, SSL's enterprise AI platform — AI demonstrations, document intelligence use cases, and infrastructure planning.
- Led and mentored delivery teams averaging 3 engineers while coordinating business stakeholders, infrastructure, QA, and external partners.
- Engineered the CSAT platform on SurveyJS and .NET Core, shaping survey capture and reporting around the KPIs the business actually tracked.
- Established the Report Hub on Telerik Report Server and .NET Core — adopted as the core reporting layer of the company's CMS product.
- Integrated IBM FileNet with CMS modules and an Angular dashboard for an enterprise Stores Management solution.
- Served as business analyst and technical point of contact for the Environment Authority (EA Oman), translating executive requirements into validated specifications.

Technologies: .NET Core, C#, SQL Server, Angular, Blazor, SurveyJS, Telerik Report Server, Qlik Sense, IBM FileNet, Azure DevOps

SharePoint Lead & Full-Stack Developer

Aug 2019 – Aug 2021

RIYADA — Public Authority for SME Development, Muscat, Oman — government authority for SME services

- Modernized manual document workflows and approval processes into SharePoint-based solutions for government SME services.
- Delivered .NET Core Web API backends and Blazor front-ends for internal government portals, plus a native Android app for SME citizen services with reliable offline scenarios.

Technologies: SharePoint 2013/2016, .NET Core, Blazor, Web API, Android, SQL Server

Senior Consulting Developer (Independent)

Feb 2017 – Aug 2021

Freelance / Remote — enterprise clients across Egypt, Saudi Arabia, Libya, and Oman

- Owned full-lifecycle delivery of ERP, HR, and medical systems on .NET Core MVC and SQL Server — requirements through production, directly accountable to client stakeholders.
- Delivered logistics and project-management platforms with real-time reporting dashboards for City Shipping Oman and EMAAR Oman; hotel, logistics, and trading systems including E-OK Logistic; implemented Wasabi S3 cloud storage where local storage wasn't viable.

Team Leader

Dec 2018 – Aug 2019

G7 Software House — healthcare software vendor

- Led the development team delivering hospital information systems and medical ERP solutions.

Senior Software Engineer

Aug 2016 – Feb 2017

Qatar Charity, Doha, Qatar — one of the region's largest humanitarian organizations

- Architected a multi-channel donation platform unifying the kiosk app (AngularJS + .NET Web API), React Native iOS/Android apps, and the online portal behind a shared payment API layer.
- Delivered secure RESTful APIs for donation processing, payment integration, and operational reporting.

Team Leader

Feb 2016 – Sep 2016

FOREACH IT, Alexandria, Egypt — software house serving MENA healthcare and government clients

- Led delivery of the Hospital Information System for Libya and supported internal web and mobile applications.

Senior Software Developer

Jan 2015 – Feb 2016

BAB IT Solutions, Riyadh, Saudi Arabia — public-sector systems integrator

- Stabilized enterprise government systems for Riyadh Region Police and the Ministry of Communication, resolving integration issues between Java EE and .NET components.
- Contributed to ALDIWAN, Libya's national civil identity system for the Civil Registry Authority — Oracle/SQL Server integration and citizen registration modules.
- Delivered iOS and Android apps for public-sector clients covering authentication, data sync, and offline scenarios.

Senior Software Developer

Sep 2012 – Jan 2015

FOREACH IT, Alexandria, Egypt

- Delivered hospital management, HR, logistics, and warehouse systems on ASP.NET MVC and Entity Framework; customized SharePoint workflows and document management for the Ajman government (UAE) portal.
- Mentored junior developers through code reviews and .NET best practices.

Senior Software Developer

Mar 2011 – Sep 2012

HARDTASK, Kuwait City, Kuwait — e-commerce and web solutions company

- Delivered the YabilaDeal e-commerce platform full stack — payment integration, Android app, and database performance optimization under real production traffic.

Software Developer

Dec 2009 – Mar 2011

GULFSIP, Alexandria, Egypt — VoIP and telephony solutions provider

- Engineered VoIP SoftPhone and WebPhone applications on the PortSIP SDK — call transfer, conferencing, recording, and VPN detection.
- Delivered bulk SMS and automated calling systems with queue management, plus a real-time Call Center Monitor dashboard for supervisors.

Senior Software Developer

Oct 2008 – Nov 2009

Top Systems, Alexandria, Egypt — ERP solutions vendor

- Modernized a full, undocumented VB6 ERP system to the .NET Framework — reverse-engineering business logic before migration.
- Delivered ERP web applications for Saudi clients including AutoStar and Lawazem, covering inventory management and SQL performance tuning.

.NET Developer

Oct 2007 – Oct 2008

MASRTECH, Alexandria, Egypt

- Developed warehouse management, task management, and ERP solutions on the .NET Framework.

MAJOR ENTERPRISE PROJECTS

Agentra — Enterprise AI Platform

SSL-OMAN · government & enterprise customers · Key Technical Contributor — AI Solution Architecture & Presales

Enable organizations to deploy AI assistants, document intelligence, enterprise search, and RAG securely on-premises or in private cloud.

Tech: .NET, Python, OpenAI APIs, Ollama, Flowise, PostgreSQL, Redis, MinIO, Docker, MCP

Result: AI demonstrations, workshops, and PoCs delivered for government organizations; adoption roadmaps and infrastructure plans shaped for enterprise deployments.

EJADA — National Performance Platform

Government of Oman (~85 entities) · Lead Solution Architect

Give government executives a unified, real-time view of ministry performance.

Tech: .NET Core, SQL Server, Qlik Sense

Result: Executive reporting backbone for national performance monitoring across ~85 government entities.

Enterprise Data Governance

Omani government & enterprise initiatives · Solution Architect & Presales Consultant

Establish enterprise data governance — catalog, glossary, lineage, quality — on an open platform.

Tech: OpenMetadata, SQL Server, PostgreSQL, REST APIs

Result: Governance architectures, maturity assessments, and technical proposals delivered for government data-governance opportunities.

Legal Case Management System

Ministry of Housing & Urban Planning, Oman · Solution Architect & Delivery Lead

Digitize legal case management and documentation workflows.

Tech: .NET Core, SQL Server, Telerik Reporting

Result: Full system delivered from requirements to production handover.

MENA HR Platform

OHI Group (GCC operations, ~700 employees) · Lead Architect

Unify employee records, payroll, and performance tracking across countries.

Tech: .NET Core, SQL Server, Blazor

Result: Multi-country payroll with per-country calculation engines in production.

Multi-Channel Donation Platform

Qatar Charity, Doha · Senior Software Engineer

Unify kiosk, mobile, and web donations under one payment layer.

Tech: AngularJS, .NET Web API, React Native, KNET

Result: Consistent donor experience across all channels via a shared payment API.

Oman PKI / e-Government Integration

Oman e-Government portal · Integration Lead

Enable PKI-based digital identity for government services.

Tech: Oman PKI, digital signatures, .NET

Result: Production-hardened certificate validation for citizen identity.

ALDIWAN — National Civil Identity

Civil Registry Authority, Libya · Developer, integration & registration modules

Build the national civil identity and citizen registration system.

Tech: Oracle, SQL Server, .NET

Result: Core registration modules and cross-database integration delivered.

Report Hub

SSL-OMAN CMS product · Architect

Centralize reporting for the company's CMS product line.

Tech: Telerik Report Server, .NET Core

Result: Adopted as the product's core reporting layer.

Stores Management — ECM Integration

Enterprise client via SSL-OMAN · Backend Integration Lead

Connect enterprise content management to CMS and dashboards.

Tech: IBM FileNet, .NET, Angular

Result: FileNet integrated with CMS modules and live Angular dashboards.

AI & INNOVATION EXPERIENCE

- **Agentra — Enterprise AI Platform (2025–Present):** Key technical contributor to SSL's enterprise AI platform — bilingual intelligent assistants, document intelligence, multi-document analysis and Q&A, enterprise search, RAG, knowledge-base integration, LLM integration, AI workflow automation, and role-based access control, deployable on-premises or in private cloud. Delivered AI demonstrations and workshops for government organizations and planned AI infrastructure including GPU sizing and on-premises deployment architecture.
- **AI Presales & Adoption Strategy:** Translate customer requirements into practical AI use cases, run adoption workshops and PoCs, and define enterprise AI roadmaps — spanning OpenAI APIs, local LLMs (Ollama), Flowise, and vector search technologies.
- **GPT-Powered Content Engine (Jobsphere AI):** Architected the AI layer of a .NET Core job platform — OpenAI GPT APIs generating job posts and career recommendations, with prompt engineering, response caching, and token cost management built into the backend.
- **Predictive Analytics & Real-Time Inference:** Integrated ML.NET models for employee turnover-risk scoring and sentiment analysis; deployed TensorFlow models inside .NET API endpoints at production-grade latency.
- **Agentic AI & MCP:** Evaluating and adopting Model Context Protocol and agent-based architectures, backed by Anthropic (Claude API, MCP, Agent Skills) and Dataiku (MLOps, Generative AI) certifications.

DATA GOVERNANCE & ENTERPRISE INFORMATION MANAGEMENT

- **Solution Architecture:** Design enterprise data governance architectures built on OpenMetadata for government, public-sector, and large enterprise customers in Oman — including on-premises deployment and integration approaches.
- **Platform Evaluation & Capability Mapping:** Evaluate OpenMetadata against customer requirements across data catalog, business glossary, data lineage, metadata management, data quality, data discovery, and data stewardship.
- **Governance Consulting:** Lead customer discovery workshops assessing data governance maturity; contribute to governance frameworks, assessments, and roadmap discussions for government data-governance initiatives.
- **Presales & Proposals:** Prepare technical proposals and solution documentation for data governance and metadata management opportunities, coordinating with internal and partner teams on implementation strategy.

TECHNICAL SKILLS

Architecture	Solution & Enterprise Architecture, Microservices, REST APIs, API Gateway, Middleware Design, Integration Strategy
AI Platforms	OpenAI APIs, local LLMs, Ollama, Flowise, RAG, Vector Search, Prompt Engineering, Token Optimization, Model Context Protocol (MCP), ML.NET, TensorFlow, BERT, Python NLP
Data Governance	OpenMetadata, Data Catalog, Business Glossary, Data Lineage, Metadata Management, Data Quality, Data Discovery, Data Stewardship
Backend	C#, .NET Core / .NET Framework, ASP.NET Core, ASP.NET MVC, Web API, Blazor, WCF, Entity Framework (Code-First & DB-First), LINQ, Python
Frontend	Angular, React, React Native, TypeScript, JavaScript ES6+, HTML5, CSS3, Bootstrap, Tailwind CSS, Telerik UI, SurveyJS
Databases	SQL Server 2000–2022, T-SQL, Stored Procedures, Query Optimization, PostgreSQL, Redis, Oracle integration
Cloud & DevOps	Microsoft Azure, Docker, Azure DevOps, GitHub Actions, CI/CD Pipelines, MinIO, Wasabi S3
BI & Reporting	Qlik Sense, QlikView, Power BI, Telerik Report Server & Designer
Security	OAuth2, JWT, Oman PKI / Digital Signatures, Role-Based Access Control, Application Security
Payments	Thawani Pay, KNET, ACH, WPS, RTGS, Payment Reconciliation, Secure Transaction APIs
ECM & Low-Code	IBM FileNet, SharePoint 2013/2016, Microsoft Power Apps, Power Automate
Methodology	Agile / Scrum, Business Analysis, Requirements Engineering, Presales, Technical Leadership

CERTIFICATIONS

AI & Agents (2026)	Anthropic — Claude with the Anthropic API · Claude Code in Action · Introduction to Model Context Protocol · Introduction to Agent Skills
ML & Data (2026)	Dataiku — MLOps Practitioner · Generative AI Practitioner · ML Practitioner · Advanced Designer · Developer · Core Designer
ML Foundations	Kaggle — Intro to Machine Learning · Python (Dec 2024); 2nd MEC National Symposium on AI, Middle East College, Oman (Oct 2024)
BI & Analytics	Qlik — Partner Sales, Analytics Certified · Partner Sales, Data Certified
Technical	MCIT Professional Training Program — Software Development & Programming Tools; Synergy — SharePoint 2013, C#.NET, SQL Server, ASP.NET, ADO.NET, Application Security
Management	PMP Preparation & ITIL Foundations — New Horizons; Dale Carnegie — Leadership, Effective Communications, Public Speaking, Project Management; Berlitz — Professional Business English

EDUCATION

- **Study Diploma in Information Technology** — Institute of Graduate Studies & Research (IGSR), Alexandria University, 2009
- **Bachelor's Degree in Accounting** — Alexandria University, Egypt, 2006
- **Diploma, Computer Software Engineering** — Synergy Institute, 2006–2007

LANGUAGES

Arabic — Native

English — Full Professional

French — Elementary

PROFESSIONAL LINKS

Portfolio: www.moa7amed.com

LinkedIn: [linkedin.com/in/moa7amed](https://www.linkedin.com/in/moa7amed)

Kaggle: [kaggle.com/mohamedramadan2040](https://www.kaggle.com/mohamedramadan2040)

Mentoring: topmate.io/moa7amed