




# Mohamed Ibrahim Ramadan

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**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.

## Professional Experience

### SSL-OMAN, Oman

Software Developer (August 2021 - Current)

- **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.
- **Spearheaded the Customer Satisfaction (CSAT) System**, leveraging SurveyJS and .NET Core to deliver interactive survey dashboards, feedback analysis, and actionable service quality insights.
- **Delivered the MENA HR System** for the OHI Group, establishing a unified regional HR platform for personnel data, payroll automation, and performance management across subsidiaries.
- **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**, and prepared technical documentation to support safe and efficient report modifications.
- **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 the 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), Oman

SharePoint Developer (August 2019 - August 2021)

- Supported and developed SharePoint applications.
- Created internal applications and an Android app for SME services.
- Worked on various technologies including .Net (C#), SQL Server, SharePoint, Blazor & Net Core API.

### Freelancer, online

Software Developer (Feb 2017 - Current)

- Delivered ERP, HR, and medical systems for Egypt (MASRSCAN.com), KSA, and Libya.
- **(City Shipping & EMAAR Projects):** 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.

- Built logistics, hotel, and trading systems for regional clients (E-OK Logistic, LearnBorsah.com).
- Wasabi S3 storage.
- Created multiple PHP/.NET websites for SMEs (Buhooth.net, Alkhozama.biz, etc.).
- Implemented mobile apps for HR and hotel management Web (JAZANINN).

## **Qatar Charity, Qatar**

Senior Software Developer (August 2016 – Feb 2017)

- Created KIOSK donation app using AngularJS + .NET Web API.
- Enhanced mobile app with React Native.
- Developed REST APIs for donation processing and reporting.

**Qatar Charity Donation Portal:** Integrated online payment API and kiosk app for seamless donor experience.

## **BAB, Saudi Arabia, Riyadh**

Senior Software Developer (Jan 2015 – Feb 2016)

- Enhanced systems for Riyadh Region Police & Ministry of Communication.
- Developed Android/iOS apps for public services.
- Supported hybrid Java EE + .NET backends.

**Senior Software Developer – ALDIWAN, Libya (6 months on 2013):** Built the national identity system for the Civil Registry Authority (LCRA), integrating Oracle and SQL Server via secure APIs, developing citizen registration and verification modules, and delivering reporting dashboards using C#, ASP.NET, Oracle, SQL Server, and WCF.

## **FOREACH IT, Alexandria**

Senior Software Developer (Sep 2012 – Jan 2015)

- Delivered Hospital, HR, Logistics & Warehouse systems using EF.
- Built SharePoint portals for Ajman (UAE) government project.
- Trained and led junior developers.
- Implemented WCF services for integrations.

## **HARDTASK, Kuwait**

Senior Software Developer (Mars 2011 – Sep 2012)

- Designed responsive web & Android apps using ASP.NET + Web Services.
- Built YabilaDeal App and e-commerce features.
- Integrated SEO optimization and analytics.
- Delivered scalable B2C solutions.

## **GULFSIP, Alexandria**

Position (Dec 2009 – Mars 2011)

- Developed VoIP SoftPhone & WebPhone using PortSIP SDK.
- Implemented call transfer, conferencing, VPN detection, and recording.
- Built bulk SMS and call systems for marketing campaigns.
- Designed Call Center Monitor dashboards.

## **Top Systems, Alexandria**

Senior Software Developer (Oct 2008 – Nov 2009)

- Migrated full ERP from VB6 to .NET Framework.
- Created custom DevExpress components and runtime report designers.
- Delivered ERP web apps for Saudi clients (AutoStar, Lawazem).
- Optimized database with indexing and SQL triggers.

## MASRTECH, Alexandria

.Net Developer (Oct 2007 – Oct 2008)

- Built warehouse, HR, and task-tracking systems using C# and SQL Server.
- Developed ERP modules for financial and inventory control.
- Integrated time attendance with biometric devices.
- Designed a GIS tourism map using Google Maps API.

## 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

## Skills

- **Programming & Frameworks**  
C# (.NET Core, MVC, Blazor), Python, Angular, React (component-based development and API integration), SurveyJS, Telerik UI (Controls, Report Server & Report Designer)
- **Web Development**  
HTML5, CSS3, JavaScript (ES6+), TypeScript, Responsive Design, Front-End Architecture, Bootstrap, Tailwind CSS
- **APIs & Architecture**  
RESTful APIs, Microservices Design, OAuth2, JWT Authentication, Middleware Development, API Gateway Integration
- **Database & Reporting Systems**  
SQL Server (2000–2022), Query Optimization, Stored Procedures, Entity Framework (Code-First & DB-First), LINQ, Qlik Sense (Dashboard Design & Data Integration), Telerik Reporting & Report Server
- **Payment & Financial Systems**  
Thawani Pay (Oman), KNET (Kuwait), ACH / WPS / RTGS (Qatar & GCC), Secure Transaction APIs, Payment Reconciliation & Reporting
- **AI & Machine Learning**  
TensorFlow, ML.NET, BERT (NLP), OpenAI API Integration, Predictive Analytics & Text Classification
- **Cloud & DevOps Tools**  
Microsoft Azure, Docker, Git, GitHub, Azure DevOps, CI/CD Pipelines, GitHub Actions
- **Security**  
Oman PKI Integration, SSL/TLS, OAuth2, JWT, Digital Signatures, Certificate Validation
- **Tools & Platforms**  
Visual Studio, Visual Studio Code, Postman, Swagger, Qlik Sense Hub, Telerik Report Designer & Server
- **Soft Skills**  
Problem Solving, Team Leadership, Agile Delivery, Project Management, Effective Communication, Cross-Functional Collaboration

## Courses and Training

### New Horizons

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

### Synergy

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

### Berlitz

English Language Courses

### Dale Carnegie

Effective Communications, Human Relations, Teamwork, Problem Solving, Public Speaking, Customer Services, Marketing, Sales, Business Writing, Project Management.

## Personal Information

**Name:** Mohamed Ibrahim Ramadan

**Languages:** Arabic (native), English.

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

**Kaggle:** <https://www.kaggle.com/mohamedramadan2040>



## 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 as part of the **Jobsphere AI** initiative. The system is being designed to integrate **OpenAI GPT APIs** for the automatic creation of job posts, recommendations, and career-related content. I am building backend services to manage prompt processing, response caching, and token optimization using **SQL Server** for data storage. The project also involves ongoing work in **prompt engineering** and fine-tuning model responses to ensure relevant, well-structured outputs for both job seekers and employers.
- **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.
- **AI Data Analysis with ML.NET & TensorFlow:**  
Integrated **ML.NET models** in backend services for predictive analytics (like employee turnover risk, feedback sentiment scoring, and classification tasks).  
Deployed lightweight **TensorFlow models** in API endpoints for real-time scoring and decision support.
- **Kaggle & Continuous Learning:**  
Contributed to Kaggle datasets and notebooks related to NLP, job classification, and automation. Applied these learnings in practical backend applications involving text analysis, email parsing, and intelligent tagging.