

Ali Mohamed Ragab

Professional Field Service Engineer

[linkedin.com/in/ali-ragab-332805178/](https://www.linkedin.com/in/ali-ragab-332805178/)

EMAIL
ali.moh.ragab@gmail.com

ADDRESS
Riyadh, Saudi Arabia

MARITAL STATUS
Married

NATIONALITY
Egyptian

PHONE
+966 57 580 9117

DATE OF BIRTH
16/07/1995

MILITARY SERVICE
Completed

CAR LICENCE
Available

About

Certified Professional Biomedical Engineer with over 6 years of experience troubleshooting medical equipment and managing customer relationships. Demonstrated success in reducing equipment downtime by 30% through targeted preventive maintenance strategies. Seeking to apply my expertise at a leading medical technology company to optimize field service operations, enhance service delivery metrics, and elevate customer satisfaction.

Education

May 2018 Bachelor of Mechatronics Engineering, Alexandria Higher Institute of Engineering and Technology

- Excellent grade in graduation project: "CNC polishing Machine Using CAD/CAM system"

Experience

Mar 2020 – April 2025 | **EGMED "Egyptian Group Medical Systems"**
Professional Field Service Engineer (Fresenius Dialysis machines/Water treatment unit)

- Managed service, repair, and preventive maintenance of 350+ dialysis machines, maximizing up time.
- Performed rigorous inspections and testing of diverse medical equipment using calibrated instruments per manufacturer specs.
- Led project management for hemodialysis and water treatment installations, meeting tight deadlines through planning and cross-team coordination.
- Conducting comprehensive training sessions for clinical staff on dialysis system operation and troubleshooting, ensuring continuous, high-quality patient care.
- Managed service contracts database oversight review and renewal processes and negotiated pricing plans to ensure service continuity.
- Exceeded spare parts and consumables sales targets by 130% through opportunity identification and process optimization.
- Partnered closely with sales teams to boost revenue by implementing strategic positioning and promotion of dialysis products and services.
- Managed administrative tasks including maintaining customer service logs, invoicing, and collection follow-up.
- Communicate with the customers to ensure their satisfaction and implement any necessary corrective actions.

Sep 2018 – Dec 2019

**Veolia water Technologies, Dumyat/South Helwan Power Station
Electrical, Instruments and Control Engineer**

- Responsible for maintenance all Electrical and instrumentation devices for whole plant systems.
- Responsible for close electrical, instrumentation punch list items.

Courses

May 2018	Dental Units
October 2018	Classic Control Course at Behira Engineering Syndicate, Training center
September 2018	Maintenance Engineer at El-Behera Water & Sanitation Company
September 2017	Maintenance Engineer at West Delta Electricity Production Company, AbuQir
July 2017	Classic Control Course at Don Bosco Institute, Alexandria

Certifications

July 2025	<ul style="list-style-type: none">• Mastering Authentic Influence for Highly Successful Sales, LinkedIn Certificate• Managing Sales Process, LinkedIn Certificate• Sales Fundamentals, LinkedIn Certificate• Sales Strategies and Approaches in a New World of Selling, LinkedIn Certificate• Sales Strategy: Building Relationships to Successfully Sell, Project Management Institute
-----------	---

Events and Conferences

2024	Arab Health in Dubai
2022 & 2023	Africa Health Excon
2022	Egyptian Biomedical Engineering Society EMBES conference

Skills

- Electro/mechanical repair
- Calibration/Testing
- Microsoft Office
- Project Management
- Selling skills
- Technical documentation interpretation
- Problem Solving
- Installation
- Site preparation/operation
- Preventive maintenance
- Schematic reading
- Technical Support

Languages

- Arabic : Mother Tongue
- English : PTE Academic: 79+