

Ahmed Ismail Mohamed

Global Staff Service Engineer, Informatics | Clinical Laboratory Technologist | IVD Middleware & Automation SME

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PROFESSIONAL PROFILE

I am an IVD Informatics and Laboratory Automation professional with more than 20 years of experience spanning clinical laboratory operations, laboratory leadership, LIS integration, middleware, automation, virtualization, and global technical implementation.

My career began in the clinical laboratory, where I developed hands-on experience across hematology, chemistry, toxicology, urinalysis, serology, immunology, endocrinology, allergy, blood bank, and laboratory quality systems. That clinical foundation evolved into laboratory IT and integration, including LIS interfaces, HL7 and ASTM, middleware configuration, workflow development, laboratory automation, and virtualized environments.

Today, as a Global Staff Service Engineer in Informatics at QuidelOrtho, I serve as a technical subject matter expert supporting complex IVD environments. My work includes middleware, LIS interfacing, IT networks, laboratory automation, system configuration, implementations, upgrades, troubleshooting, customer support, technical training, project leadership, and post-live support.

My strength is connecting the clinical laboratory, technology, and business perspectives. I understand how laboratory systems operate in real clinical environments and how to translate those requirements into practical, supportable technical solutions.

CAREER IMPACT

20+	Years across clinical laboratory and IVD technology
100+	Global customers supported
200+	Diagnostic instruments and systems supported
100+	Implementations and upgrades supported
20% → 90%	In-house supportability improvement

CAREER EVOLUTION

2005–2008 | Clinical Laboratory

Built hands-on expertise across chemistry, hematology, urinalysis, serology, blood bank and specialized testing.

2008–2014 | Laboratory Leadership

Progressed to Lead Medical Laboratory Technologist and Laboratory Supervisor responsibilities.

2014–2017 | Laboratory IT & Integration

Moved into LIS interfacing, Instrument Manager middleware, HL7/ASTM, laboratory IT and complex automation implementations.

2017–Present | Global Informatics

Advanced to global technical SME, third-level support, implementation leadership and customer-facing informatics engineering.

PROFESSIONAL EXPERIENCE

QuidelOrtho

Global Staff Service Engineer, Informatics · April 2017 – Present · Rochester, New York Area

- Acts as the subject matter expert for IT Networks, LIS Interfacing, IVD Middleware and Automation SW Applications.
- As the 3rd level support person, develops tools and documentation for the CTS organization for Data Middleware and serves as a reference expert for training development.
- Understands the laboratory's workflow and makes recommendations to ensure full utilization of the product offering to meet customer needs.
- Serves as a subject matter expert on Instrument Manager Middleware, with in-depth knowledge and understanding of automation track hardware/software and operation, analyzer operation, system configuration, and integration of all systems leading to successful implementation of the Middleware solution in the Clinical Laboratory environment.
- Controls the balance between agreed scope, global support strategy, business needs, profitability, and supportability.

- Demonstrates leadership and communication skills internally and externally, articulating technical details to customers, sales, CTS, Laboratory Specialists, regulatory and Business Field teams, and supplier partners.
- Leads project teams, assigns tasks, monitors task completion, and reports overall project progress.
- Provides post-live support on system configuration for continuous improvements and further developments.
- Performs appropriate on-site activities including testing and training through the final phase of result reporting and project closure.
- Cooperates with sales to accomplish sales objectives and greater market penetration.
- Assures scope definition in the general strategy and for specific implementations.
- Assures the Middleware CTS Plan is profitable and supportable.
- Serves as interface for Business Field, Global Lab Automation Implementation Team, Regions, and Customers, acting as the Voice of the Customer.
- Supports next-generation laboratory automation product launch activities, including Inpeco Flex Lab X, with implementation, configuration, testing, customer training, deployment, troubleshooting, and post-live support.
- Supports virtualized infrastructure and application environments used in laboratory informatics and automation solutions, including configuration, troubleshooting, deployment, and operational support.
- Leads and supports complex implementations, upgrades, on-site testing, training, system configuration, post-live support, final result reporting, and project closure.
- Partners with global field teams, implementation organizations, regional teams, sales, business stakeholders, and customers to translate laboratory requirements into practical and supportable technical solutions.
- Supported 100+ customers globally, 200+ diagnostic instruments and systems, and 100+ implementations and upgrades.
- Helped increase in-house supportability from approximately 20% to 90%, strengthening internal technical capability.

Ortho Clinical Diagnostics

Global IT and Middleware Integration Specialist · November 2016 – March 2017 · Rochester, New York Area

- Lab Automation Specialist role with highest level of expertise for new and complex implementations.
- Acts as the subject matter expert for IT Networks, LIS Interfacing, IVD Middleware and Automation SW Applications.
- Understands the laboratory's workflow and makes recommendations to ensure full utilization of the product offering to meet customer needs.
- Provided technical expertise for IT networks, LIS interfacing, IVD middleware, laboratory automation, and software applications.
- Supported system configuration, integration, troubleshooting, testing, deployment, and implementation readiness for complex laboratory environments.
- Led technical training and readiness activities for the North America implementation team, ensuring engineers were prepared to install, configure, implement, troubleshoot, and support VITROS Automation solutions and middleware.
- Worked with laboratory, IT, field service, and project teams to integrate diagnostic instruments, middleware, automation systems, and LIS environments.

BioReference Laboratories

Clinical Support Analyst · January 2014 – October 2016 · Elmwood Park, New Jersey

- Acts as a technical liaison between the laboratory and Information Technology Department.
- Primarily responsible for interfacing laboratory equipment to the laboratory information system (LIS).
- Primarily responsible for configuring and maintaining all Data Innovations Instrument Manager Middleware Servers.
- Primarily responsible for writing all related configuration rules required by laboratory workflow.
- Strong knowledge of HL7 and ASTM standards.
- Translates laboratory needs into IT solutions and provides second-level support for interface-related items.
- Manages interfacing projects, keeping in mind the need for promptness and a high level of quality.
- Works with other members of the group to address laboratory IT issues.
- Performs analysis of laboratory processes and procedures and trains users on IT systems.
- Provides regular reports on laboratory IT operations, submits enhancement requests, and writes SOPs.

- Helped migrate Instrument Manager middleware servers from physical to virtual environments, including server rebuilds, configuration, testing, and deployment.
- Contributed to consolidating multiple remote laboratory sites into a centralized Instrument Manager solution, improving standardization, manageability, and supportability.
- Supported hematology automation integration including Sysmex WAM and Sysmex Automation Track with AutoSorter II.
- Developed and delivered training for laboratory personnel on new workflows and technology solutions.
- Managed laboratory interfacing projects and collaborated with laboratory, IT, vendors, and stakeholders to resolve complex integration and workflow challenges.

Best Care Laboratory

Laboratory Supervisor · January 2013 – April 2016 · Haledon, New Jersey

- Performs chemical and microscopic tests to provide data for use in treatment and diagnosis of disease.
- Performs approved serological tests.
- Prepares laboratory notes, charts and graphs and writes up results of examinations.
- Keeps accurate daily records and performs related duties as requested.
- Trains or supervises training of other lab staff.
- Participates in planning services for other divisions within the facility.
- Evaluates quality control and quality assurance statistics and modifies manuals as needed.
- Develops a budget for the laboratory and maintains control of lab costs.
- Enforces safety procedures and consults with state lab staff about local problems and interaction.
- Plans workload distribution and makes schedules.
- Supervises purchase of supplies and maintains equipment inventory.
- Evaluated quality control within the laboratory using standard laboratory test and measurement controls and maintained compliance with CLIA, OSHA, safety, and risk-management guidelines.
- Supervised daily clinical laboratory operations, including staffing, workload assignment, workflow coordination, testing activities, personnel training, equipment readiness, and operational efficiency.

Lead Medical Laboratory Technologist

Lead Medical Laboratory Technologist · January 2008 – January 2014 · Elmwood Park, New Jersey

- Worked in Clinical Hematology.
- Received and prepared blood samples for analysis.
- Evaluated quality control within the laboratory using standard laboratory test and measurement controls and maintained compliance with CAP, CLIA, OSHA, safety, and risk-management guidelines.
- Analyzed blood samples using computer-aided and manual techniques.
- Reviewed initial data revealing white or red blood cell abnormalities and made decisions on further hematological analysis.
- Assisted colleagues in the interpretation of test results.
- Provided on-the-job training for new staff.
- Ensured all testing was conducted according to written instructions.
- Maintained ancillary records, including logbooks and worksheets.
- Checked laboratory equipment and responded to continuous monitoring alarms in accordance with Standard Operating Procedures.
- Trended and evaluated QC data as appropriate.
- Extensive hands-on experience with Sysmex XE-2100, XE-5000, XN 1000, CELLAVISION DM-96, Sysmex WAM, Sysmex CA7000, STARRSED III, ALIFAX TEST1, Siemens CLINITEK AUWI systems, and Beckman Coulter IRIS iQ200.
- Supported hematology automation and laboratory workflows across automated and manual testing.

Fresenius Medical Care

Medical Laboratory Technologist · January 2009 – March 2012 · Rockleigh, New Jersey

- Received and prepared blood samples for analysis.
- Analyzed blood samples using computer-aided and manual techniques.
- Reviewed initial data revealing white or red blood cell abnormalities and made decisions on further hematological analysis.
- Assisted colleagues in the interpretation of test results.
- Evaluated quality control using standard laboratory test and measurement controls and maintained compliance with CAP, CLIA, OSHA, safety, and risk-management guidelines.
- Hands-on experience with Siemens Advia 2120i with CentralLink Data Management System.
- Hands-on experience with Diagnostica Stago, Inc. STA-R Evolution.
- Performed Hemoglobin A1c and therapeutic drug monitoring testing using COBAS INTEGRA 800.

Quest Diagnostics

Medical Laboratory Technologist · June 2010 – March 2011 · Teterboro, New Jersey

- Worked in the Clinical Toxicology department.
- Responsible for Blood Lead Testing, Aluminum, Zinc, and Magnesium.
- Hands-on experience with Thermo Scientific SOLAAR Atomic Absorption Spectrometer.
- Hands-on experience with Thermo Fisher Scientific XSeries II ICP-MS.
- Responsible for serum and urine osmolality using Precision Systems Multi-Osmette.
- Performed quality-control activities and maintained applicable laboratory procedures and requirements.

Infinity Clinical Laboratory

Medical Laboratory Technologist · November 2005 – February 2008 · Rochelle Park, New Jersey

- Executed and analyzed tests in chemistry, hematology, urinalysis, and serology to aid physicians in diagnosing and treating disease.
- Consistently completed routine and special laboratory assays of patient specimens, including blood and other body fluids, with attention to timeliness and quality.
- Ensured test-result validity before recording and reporting results, with meticulous attention to detail.
- Communicated test results effectively with physicians, pathologists, and nursing staff as a member of an interdisciplinary team focused on quality of care.
- Evaluated quality control within the laboratory using standard laboratory test and measurement controls and maintained compliance with CLIA, OSHA, safety, and risk-management guidelines.
- Performed routine testing and corrective maintenance on equipment.
- Documented and reported test data accurately.
- Completed quality-control requirements of the section.
- Assisted in departmental orientation of new employees.
- Supported Hematology including CBC, ESR, coagulation, and sickle cell scan.
- Supported Blood Bank including ABO typing and antibody screening.
- Supported Serology including hepatitis, HIV, and RPR.
- Performed Hemoglobin testing including HgbA1C and B-thalassemia using Bio-Rad VARIANT II.
- Supported Immunology, Endocrinology, and Allergy using Siemens IMMULITE 2000.
- Supported Urinalysis using Bayer CLINITEK ATLAS.
- Worked with iNOVA DSX Systems and DIAMEDIX MAGO PLUS.

TECHNICAL EXPERTISE

Laboratory Informatics | Laboratory Automation | LIS | Middleware | IVD | HL7 | ASTM | System Integration | Implementation | Technical Support | Instrument Manager | IT Infrastructure | Virtualization | Network Administration | Project Management | Technical Training | Clinical Laboratory | LIMS | Troubleshooting | IVD Diagnostic Systems | Laboratory Instrumentation | VITROS Platforms | OrthoConnect | LIS / DMS Integration | SQL Server | Network Troubleshooting | Hardware Troubleshooting | Software Troubleshooting | Installation & Implementation | System Configuration | Preventive Maintenance | Corrective Maintenance | Root Cause Analysis | Technical Escalation | Customer Support | Validation & Verification | Customer Training | Technical Documentation | Root-Cause Analysis | Clinical Laboratory Workflow | Quality Control | CAP | CLIA | VITROS Automation | Inpeco Flex Lab X | Sysmex WAM | AutoSorter II | Post-Live Support | Third-Level Support | Project Leadership

ANALYZER & LABORATORY TECHNOLOGY EXPOSURE

Hematology

Sysmex XE-2100, XE-5000, XN 1000, CELLAVISION DM-96, Siemens Advia 2120i.

Coagulation

Sysmex CA7000, Diagnostica Stago, Inc. STA-R Evolution.

ESR / Sedimentation Rate

STARSED III and ALIFAX TEST1.

Immunology & Endocrinology

Siemens IMMULITE 2000.

Hemoglobin & B-Thalassemia

Bio-Rad VARIANT II for HgbA1C and B-thalassemia testing.

Urinalysis & Body Fluids

Siemens CLINITEK AUWI, Beckman Coulter IRIS iQ200, Bayer CLINITEK ATLAS.

Clinical Chemistry & TDM

COBAS INTEGRA 800 for HbA1c and therapeutic drug monitoring.

Specialized Toxicology

Thermo Scientific SOLAAR Atomic Absorption Spectrometer, Thermo Fisher Scientific XSeries II ICP-MS, Precision Systems Multi-Osmette.

Automation & Data Management

Sysmex WAM Versions 3.0 and 5.0, CentraLink Data Management System, Instrument Manager, Sysmex Automation Track, AutoSorter II, and laboratory automation environments.

Other Laboratory Systems

iNOVA DSX Systems and DIAMEDIX MAGO PLUS.

LEADERSHIP & DELIVERY

Implementation Leadership

Lead project teams, assign tasks, monitor completion, manage scope, and support implementation through testing, training, result reporting and closure.

Customer & Stakeholder Leadership

Communicate technical details across customers, sales, CTS, Laboratory Specialists, regulatory and business teams, regional organizations, implementation teams and supplier partners.

Supportability

Develop tools, documentation and training resources that strengthen internal technical capability and improve long-term supportability.

Clinical-to-Technical Translation

Translate real laboratory workflows and operational requirements into practical IT, middleware, automation and IVD solutions.

Virtualization & Infrastructure

Support virtualized middleware and application environments, server rebuilds, configuration, testing, deployment, connectivity, and operational support.

Quality & Compliance

Clinical laboratory experience includes CAP, CLIA, OSHA, quality control, quality assurance, safety, risk management, SOPs, equipment readiness, and laboratory documentation.

EDUCATION & CREDENTIALS

Bachelor of Science

Faculty of Science · Zoology & Chemistry · 1998–2002

Clinical Laboratory Technologist

New York State Education Department, Office of the Professions · Credential ID 014231 · Issued November 2008

LANGUAGES

English · Native or Bilingual | Arabic · Native or Bilingual

PROFESSIONAL LINKS

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