

Mohamed Abolfotoh Abdelgalil Elssayed Mostafa



sahhaa@hotmail.com



+20 1124096930



Sherbin, Dakahlia, Egypt



<https://www.linkedin.com/in/mohamed-mostafa-070970108>

Summary

Multidisciplinary professional with a strong background in healthcare, pharmacy, and scientific environments, experienced in patient coordination, healthcare projects, customer support, medical translation, and laboratory work. Skilled in accurate documentation, workflow support, and communication with patients, customers, and stakeholders. Able to work remotely or on-site, adapt to fast environments, learn new tools quickly, and contribute to service quality, operational efficiency, and data-driven decision support.

Professional Role

Hands-on experience in coordinating healthcare and scientific projects using Agile concepts, including sprint planning, stand-ups, retrospectives, workflow tracking, reporting, and stakeholder alignment—supported by JIRA, Confluence, Trello, ClickUp, and Notion.

Skilled in data analysis, dashboards, KPIs, and reporting to support planning and performance tracking. Strong foundation in pharmacy practice, biochemistry, and microbiology, with laboratory exposure to PCR, ELISA, microbiological cultures, diagnostic assays, documentation, and QC/QA standards.

Competent in medical and scientific translation (English ↔ Arabic) including drug information, clinical research content, and patient education materials. Additional experience in customer service and live chat support, resolving inquiries, providing guidance, documenting cases through CRM/ticketing systems, and ensuring customer satisfaction and professional communication.

Education

- | | |
|---|------|
| • Bachelor of Pharmacy, Faculty of Pharmacy, Mansoura University. | 2001 |
| • Postgraduate Diploma in Biochemistry, Mansoura University. | 2018 |
| • Postgraduate Diploma in Microbiology and Immunology, Mansoura University. | 2017 |

Key Skills

Bilingual Skills

- Translating technical, business, and educational content between English and Arabic.
- Managing tasks, workflows, and team communication using Agile and Scrum practices.
- Analyzing data, building reports, and presenting insights in a clear and simplified format.
- Preparing written content, proofreading, and improving language quality and clarity.

Data & Management

- Coordinating projects, tasks, and communication between teams and clients to ensure smooth workflow and timely delivery.
- Translating and localizing technical, business, and educational content between English and Arabic with high accuracy.
- Collecting, organizing, and analyzing data to support reporting, performance tracking, and decision-making.
- Managing projects using Agile and Scrum practices, including planning, documentation, and continuous improvement.

Tools & Technology

- Data analytics and visualization (Excel, Google Sheets).
- Generative AI tools for research and content creation.
- CRM systems and digital workflow optimization.
- Product and project management tools (roadmapping, tracking, reporting).

Soft Skills

- Critical thinking and problem solving
- Negotiation with agility and adaptability
- Collaboration and cross-functional teamwork
- High attention to detail and continuous learning mindset

Languages

- Arabic (Native).
- English (Fluent)

Work Experience

Mohamed Mostafa Pharmacy - Egypt	Pharmacist	2012toPresent
Mohamed Mostafa Laboratory - Egypt	Lab Specialist	2018 to 2021
Dawaa Aljazeera Pharmacies - Onaiza, Saudi Arabia	Pharmacist	2004 to 2011

Courses and Certifications

- . Learning Data Analytics: 1 Foundations
- . Project Management: Healthcare Projects
- . Building a HIPAA Compliance Program
- . Build Your Business English Skills as a Non-Native Speaker
- . CRM Basics: Unlock Business Growth through Relationships
- . Cert Prep: Scrum Master
- . Antimicrobial resistance - theory and methods
- . Antibiotic Stewardship

Birth Date

11/11/1979

Additional Information

- Successfully passed the Saudi Prometric Exam for Pharmacists and completed Dataflow verification, licensed by the Saudi Commission for Health Specialties SCFHS (2004)