

Fouad Samir Sayegh

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Senior Healthcare Product Owner | Scrum Master | Business Analyst | Agile Product Delivery | IT Project Management

PROFESSIONAL SUMMARY

Senior Healthcare Technology Product Owner, Scrum Master, Business Analyst, and IT Project Manager with 19+ years of experience delivering enterprise IT solutions, hospital information systems, and digital transformation initiatives across healthcare, financial services, retail, and software development sectors. Proven ability to lead cross-functional teams, manage enterprise platforms, and translate complex business requirements into scalable technology solutions.

Extensive experience implementing hospital information systems, ERP platforms, and enterprise applications that support clinical workflows and hospital operations. Skilled in Agile product delivery, backlog prioritization, stakeholder management, and system implementation. Experienced working with distributed teams across the United States, Canada, Argentina, and Egypt.

CORE SKILLS

- Healthcare Technology & Hospital Information Systems
- Product Ownership & Product Management
- Agile / Scrum Delivery & Scrum Master Leadership
- Business Analysis & Requirements Engineering
- IT Project & Program Management
- Stakeholder Management & Cross-Functional Leadership
- Backlog Prioritization & User Story Development
- Enterprise System Implementation
- Digital Transformation & Process Optimization
- Data Analysis & Operational Reporting

TOOLS & TECHNOLOGIES

JIRA | ServiceNow | Workflow Systems | MS Office Applications | .NET | SQL

HEALTHCARE TECHNOLOGY EXPERTISE

- Hospital Information Systems (HIS)
- Healthcare ERP & Administrative Systems
- Hospital Workflow & Clinical Operations Systems
- Healthcare Data Reporting & Analytics

- Healthcare Digital Transformation Initiatives

PROFESSIONAL EXPERIENCE

IT Consultant – Healthcare & Enterprise Systems — Freelance | 2020 – Present

Hospital Information Systems (HIS) | ERP | Warehouse Management Systems (WMS)

- Provided IT consulting and implementation support for Hospital Information Systems (HIS), ERP platforms, and Warehouse Management Systems (WMS) across healthcare and enterprise environments.
- Gathered and documented business requirements, translating operational needs into system configurations and functional specifications.
- Collaborated with clinical staff, operations teams, and technical stakeholders to analyze workflows and optimize system usage.
- Supported system implementation, configuration, testing, and go-live activities, ensuring alignment with business processes.
- Conducted user training sessions and workshops to facilitate system adoption and improve operational efficiency.
- Assisted in data migration, system integration, and process automation between HIS, ERP, and warehouse systems.
- Participated in UAT (User Acceptance Testing), issue tracking, and post-implementation support to ensure system stability.
- Identified opportunities to improve inventory management, procurement workflows, and hospital operational processes through technology solutions.

Senior Product Owner / Scrum Master / Business Analyst — CME Offshore | 2022 – Present

- Lead Agile product delivery for enterprise platforms supporting U.S. clients including Navigate360 and Budderfly.
- Facilitate Scrum ceremonies including sprint planning, backlog refinement, daily stand-ups, sprint reviews, and retrospectives.
- Manage and prioritize product backlogs in JIRA, translating stakeholder needs into clear user stories and technical specifications.
- Coordinate cross-functional teams of developers, QA engineers, and support specialists across multiple countries.
- Conduct feasibility studies and business analysis for system enhancements, ensuring alignment with client business goals.

IT Manager — Lebanese Getaoui University Hospital | 2021 – 2022

- Managed enterprise IT operations supporting hospital clinical and administrative systems.
- Directed infrastructure projects including server management, telephony systems, CCTV, backup environments, and security systems.
- Collaborated with executive leadership to align technology strategy with hospital operational requirements.
- Evaluated vendors and implemented system improvements to enhance system reliability and operational efficiency.

- Gathered and documented functional and business requirements for healthcare applications and hospital information systems
- Experience working with ERP systems, including requirements analysis, process optimization, and stakeholder collaboration to support business operations.

Business Application Analyst / IT Project Manager — NINI Hospital | 2018 – 2021

- Managed hospital information systems supporting more than 200 operational and clinical users.
- Led digital transformation initiatives improving hospital workflow efficiency and system integration.
- Gathered and documented functional and business requirements for healthcare applications and hospital information systems
- Experience working with ERP systems, including requirements analysis, process optimization, and stakeholder collaboration to support business operations.
- Delivered operational dashboards and executive reports directly to the CEO to support strategic decisions.

Senior Business Analyst / Project Manager — Computer Technology & Services | 2015 – 2018

- Managed hospital information system implementations across more than 40 healthcare institutions.
- Led teams of developers, QA engineers, and support staff delivering enterprise healthcare software.
- Conducted business process analysis and system architecture design for hospital operations.
- Prepared project proposals, statements of work, and implementation strategies for healthcare clients.
- Gathered and documented functional and business requirements for healthcare applications and hospital information systems
- Experience working with ERP systems, including requirements analysis, process optimization, and stakeholder collaboration to support business operations

Senior Data & Business Analyst — ManyFood | 2014 – 2015

- Administered ERP systems and conducted operational data analysis supporting executive strategy.
- Developed business performance reports and analytics dashboards for leadership decision-making.

Senior Software Administrator & Business Analyst — Fawaz Holding | 2012 – 2014

- Managed ERP administration and enterprise reporting for retail and distribution operations.

- Provided data insights and operational reports for executive leadership.

IT Coordinator & Consultant — Ahli International Bank | 2009 – 2012

- Managed enterprise IT infrastructure and banking systems.
- Designed disaster recovery and backup strategies ensuring business continuity.
- Maintained financial platforms, security infrastructure, and communication systems.

Software Developer / System Administrator — ADMIC / TSC | 2006 – 2009

- Developed enterprise applications using ASP.NET, VB.NET, and SQL Server.
- Implemented ERP systems and reporting solutions using Crystal Reports.

EDUCATION

Master of Science (MSc) – Computer Science, Notre Dame University, Lebanon
Bachelor of Science – Computer Science, Notre Dame University, Lebanon

CERTIFICATIONS

Professional Scrum Master (PSM I) – Scrum.org

Oracle DBA Workshop

Microsoft Web Application Development Training

LANGUAGES

Arabic – Native | English – Fluent | French – Fluent

References available upon request