



HISHAM SULTAN

Head of Biomedical Department

Contacts

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Personal Info

- Date of Birth: December 5, 1981
- Nationality: Egyptian
- Marital Status: Single
- Military Service: Exempted
- UAE Residence: 21 January 2026
- Driving License: Available

Education

Bachelor of Biomedical Engineering (Class of 2007)

- Misr University for Science & Technology, Cairo, Egypt
- Grade: Good

Languages

- Arabic: Native (C2)
- English: Fluent (C1)

Skills

- Sales Proposal Development
- Client Relationship Management
- Medical Equipment Maintenance
- Project Management
- X-ray Machine Operation
- Endoscope Maintenance
- Sterilization Procedures
- Equipment Protocol
- Financial Data Analysis
- Business Strategy Development
- Technical Proficiency (sterilizers and mammography equipment)

About Me

Experienced Biomedical Engineer with a proven sales track record in medical equipment, notably Ethylene Oxide Gas sterilizers. Achieved 20% annual sales growth and excels in client relations. Skilled in fostering interdepartmental collaboration and resolving client issues. Ready to contribute technical expertise and drive to your organization's success in healthcare.

Work Experience

Head of Biomedical department – Space Medical, Cairo, Egypt (April 2018 – Present)

Key Responsibilities:

- Spearhead daily operations and strategic initiatives, ensuring the organization's continued growth and success.
- Lead and mentor a high-performing team, providing constructive feedback and coaching to maximize their potential.
- Develop and implement comprehensive business strategies, optimizing resource allocation and enhancing operational efficiency.
- Effectively manage budgets and financial data, consistently meeting financial objectives.
- Foster robust client relationships by proactively maintaining communication, resolving concerns promptly, and exceeding customer expectations.

Key Achievements:

- Successfully orchestrated the expansion of our client base, resulting in a substantial increase in revenue.
- Implemented cost-effective operational improvements, leading to a 15% reduction in overall expenses and received recognition for outstanding leadership, contributing to a cohesive and motivated team.
- Implemented customer feedback mechanisms, resulting in a 20% increase in overall customer satisfaction.
- Spearheaded the launch of new product lines, driving additional revenue streams.

Biomedical department team leader – Space Medical, Cairo, Egypt (August 2013 – March 2018)

Key Responsibilities:

- Innovatively developed and delivered persuasive sales proposals for Ethylene Oxide Gas sterilizers, propelling the business to new heights.
- Established and maintained a robust lead follow-up system, consistently initiating targeted cold calls, and efficiently managed complex scopes of supply for seamless order processing.
- Nurtured cross-departmental collaboration by liaising with estimation, quotation, accounts, and purchasing teams, streamlining operations and improving efficiency.
- Demonstrated proactive dedication to client satisfaction by addressing issues, concerns, and unique requirements, ensuring consistent high levels of customer retention.

Work Experience

Key Achievements:

- Drove the development and sale of Ethylene Oxide Gas sterilizer proposals to more than 12 hospitals and catheter centers across Egypt and Sudan, significantly expanding our market presence.
- Achieved an impressive 20% average annual sales growth, a testament to effective sales strategy and client relationship management.
- Implemented innovative solutions, resulting in a 25% reduction in order processing time.
- Received accolades for exemplary client service and consistently exceeding performance targets.
- Led the company to secure prestigious contracts with key clients, enhancing our reputation and market position.

Production Manager – Bioster Egypt for sterilization services using Ethylene Oxide gas (January 2009 – July 2013)

Key Responsibilities:

- Provided decisive leadership in the operation of two large sterilization chambers, ensuring strict adherence to quality and safety standards.
- Spearheaded comprehensive maintenance programs for a 4 million Euro production facility, enhancing overall operational efficiency and equipment reliability.
- Strategically coordinated plant utilization, preservation, and maintenance management processes, optimizing productivity and minimizing downtime.

Key Achievements:

- Achieved a remarkable 30% reduction in maintenance-related downtime through proactive maintenance initiatives.
- Received commendation for leading the facility to ISO certification in quality management, reflecting a commitment to operational excellence.
- Successfully introduced process improvements that enhanced product quality and consistency, leading to increased customer satisfaction and repeat business.

Biomedical department sales and maintenance – Space Medical, Cairo, Egypt (July 2004 – December 2008):

Key Achievements:

- Successfully drove a 25% increase in sales revenue through targeted sales strategies and effective client relationship management.
- Played a key role in securing significant contracts with strategic clients, contributing to the organization's growth and market presence.
- Maintained a consistent record of exceeding sales targets and earning client trust through reliability and professionalism.

Professional Training

Saudi German Hospital, Cairo, Egypt, 2017

- Distinguished service within the Biomedical Department, diligently maintaining and troubleshooting medical equipment, thereby reinforcing technical proficiency and problem-solving capabilities.

Hologic Middle East, Dubai, UAE, 2015

- Successfully completed a rigorous sales training program, honing exceptional salesmanship skills and bolstering client relations expertise.

Funeralia, Germany, 2008

- Spearheaded the installation and operation of morgue equipment, significantly expanding technical prowess and augmenting the medical equipment portfolio.

Bioster, Italy, 2008

- Delivered meticulous sterilization services utilizing Ethylene Oxide gas, showcasing a mastery of sterilization procedures and unwavering commitment to stringent quality standards.

Andersen Sterilizers, Belgium, 2008

- Acquired comprehensive expertise in the operation of Ethylene Oxide sterilization cabinets, fortifying skills in the specialized maintenance and safety of advanced medical equipment.

RZ Medizintechnik, Germany, 2007

- Received advanced training in the maintenance of endoscopes and medical cameras/processors, resulting in an elevated level of proficiency with diverse medical instruments.

ADM Medical, Egypt, 2004

- Demonstrated adeptness in orchestrating turnkey department preparations and overseeing the meticulous installation of medical equipment, leading to enhanced project management and proficiency in equipment protocols.

Philips Medical, Egypt, 2003

- Underwent intensive hands-on training in the installation and operation of X-ray machines, significantly augmenting technical acumen and adherence to stringent safety protocols.