Anas Al-Sammarraie

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Health Informatics Specialist

Professional Summary

Health Informatics and IT background, experienced in supporting Clinical Information Systems (CIS), EMR workflows, and frontline users in high-change environments. Proven ability to troubleshoot, triage, and escalate technical and workflow issues while acting as a liaison between clinical staff and technical teams. Prepared to support OPOR Go-Live initiatives through on-site, shift-based, patient-centered support.

Technical Skills & Core Competencies

Client Service & Operations: Incident triage, troubleshooting, escalation, and resolution, End-user guidance, workflow support, system adoption, On-site and remote support in high-pressure environments Backup & maintenance routines, Remote tools (TeamViewer/Remote Desktop)

IT & System Support: Desktop & desk-side support (Windows / Mac), Hardware setup, software installation, patching, and updates, Microsoft 365, Azure fundamentals, VMware

Administrative Skills: Clinical workflow understanding and documentation, Data validation, quality assurance, and consistency checks. Scheduling, reporting, record management, Privacy, confidentiality.

Tools & Software: Microsoft Office Suite (Outlook, Excel, Teams), Power BI, SQL (basic), Jira/ITSM tools

Professional Experience

Co-op Student – ICHSC Data Research & Database Development | January 2026 – April 2026

Ontario Clinical Imaging Network (OCINet), Remote Toronto, ON, Canada

- Researched and catalogued Integrated Community Health Services Centres (ICHSCs) across Ontario to support clinic onboarding.
- Collected, validated, and cross-referenced clinic data, including services and contacts, for accuracy.
- Designed and built a structured clinic database with standardized fields and data relationships.
- Performed data entry and routine quality checks to identify gaps and inconsistencies across sources.
- Developed documentation for data collection, entry standards, and validation workflows.
- Collaborated with OCINet stakeholders to gather requirements and present database updates.
- Supported provincial digital health initiatives aligned with data governance and interoperability.

Technical Support / Service Porter | February 2025 – Current

BMW Toronto, Toronto, ON, Canada

- Upheld data privacy, confidentiality, and compliance expectations aligned with standards.
- Provided support during peak periods and urgent needs with calm and rapid task execution.
- Assisted with vehicle telematics, software updates, and connected systems troubleshooting.

- Maintained accurate digital records and service logs to improve traceability and follow-up.
- Supported inventory activities by logging incoming/outgoing devices and tracking assigned equipment.

IT& Web Support(Volunteer) | November 2024 – January 2026
LetsStopAids Toronto, ON, Canada
- Supported internal IT systems, applications, and user workflows.
- Assisted with system integrations, data management, and troubleshooting application issues.
- Collaborated with cross-functional teams to improve system efficiency and reliability.

Education

Health Informatics (Postgraduate) | May 2025 – April 2026
George Brown College, Toronto, ON
- Supported clinical workflows and healthcare IT systems used in real-world environments.
- Provided At-The-Elbow-style support during system labs using Arya, documenting system issues, usability findings, and workflow gaps.
- Participated in structured system testing, workflow validation, and troubleshooting of EHR issues.
- Applied data governance, interoperability (HL7/FHIR), and health IT security principles.
- Participated in system testing, issue analysis, and process evaluation for clinical technologies.

Information Technology (Certificate) | May 2025
York University, Toronto, ON
- Provided hands-on support for Windows systems, applications, and databases.
- Studied networking fundamentals, system analysis, and enterprise IT environments.
- Worked with Windows environments, SQL databases, and Java to troubleshoot and data analysis.
- Completed service desk simulations aligned to ITIL-based incident intake, escalation, and continuity.

Software Engineering (B.Sc.) | Sep 2012 – Oct 2016
Baghdad COES University, Iraq
LetsStopAids Toronto, ON, Canada
- Developed full-stack web applications and database-driven systems
- Focused on system design, algorithms, and software optimization
- Collaborated on team projects emphasizing clear communication, deadline management, and client-focused problem-solving.

Professional Development & Certifications
- IBM Data Analyst Professional Certificate – July 2025
- AWS Certified Cloud Practitioner – Aug 2023
- Agile with Scrum Fundamentals, ICAgile – May 2024
- Microsoft Azure Fundamentals (AZ-900)