



## Belal Haidary

HEALTHCARE IT ENGINEER |  
CONSULTANT | RADIOGRAPHER

### Personal Details

Melbourne, Victoria, Australia

belal@bllhdr.com.au

LinkedIn

<https://au.linkedin.com/in/belalhaidary-031787269>

Website

[www.bllhdr.com.au](http://www.bllhdr.com.au)

NATIONALITY

Australian Citizen

### Education & Certifications

Bachelor of Medical Radiation Science  
(Medical Imaging), Charles Sturt University  
(2019)

Oracle Cloud Infrastructure Certified  
Observability Professional (2025)

Oracle Certified Foundations Associate (2025)



### Key Skills

Karisma Radiology Information System (RIS)  
Administration

Microsoft SQL Server & Database  
Management

Third Party Integrations, API, Data Migration

HL7 Messaging & Scripting

SRE and DevOps

Technical Support Escalation

Customer Support, Account Management

System Upgrades and Change Management

Radiography

## Profile

Accomplished Healthcare IT Engineer and DevOps/SRE with 4+ years supporting mission-critical radiology systems. Combines a Radiography background with hands-on experience across RIS/PACS, HL7 integrations, SQL Server, and observability tooling to improve reliability, performance, and workflows at scale. Adept at leading cross-functional projects, automating processes, and translating clinical and business needs into robust, compliant technical solutions. Committed healthcare industry professional leveraging innovative technology to advance patient care and operational excellence.

## Employment History

### DevOps Engineer at Kestral Computing, Melbourne

JANUARY 2025 – OCTOBER 2025

- Database reliability: Led SQL Server hygiene improvements (backups, job management, performance baselining), reducing missed backups and job failures while stabilizing KPI trends.
- Data extraction & reporting: Authored T-SQL queries and ad-hoc datasets to bridge RIS reporting gaps, enabling timely operational insights for clients. Build standard integration interfaces using data exchange standards for healthcare.
- Interoperability delivery: Built HL7 interface scripts and implemented API/HL7 file integrations using Mirth Connect and HL7C, standardizing exchange across sites and vendors.
- Migration & configuration: Executed module config and data migration tasks with validation plans to protect clinical workflows and data quality.
- Change & release: Planned test/production rollouts aligned to client CAB procedures, minimizing deployment risk with documented prerequisites and rollback paths.
- Lead SRE initiative: Created SRE plan and defined SLIs/SLOs, upgraded Telegraf/Chronograf, explored Grafana and PA Server Admin, configured alerting to prevent performance and availability incidents.
- Project leadership: Supported RIS/PACS projects end-to-end (config, testing, training, documentation) with clear server/network/firewall/AV requirements.
- DevOps uplift: Promoted configuration automation and delivery consistency, improving deployment speed and reducing manual errors.
- Operational tooling: Used Jira/Confluence for ticketing, change tracking, and knowledge capture; produced runbooks and post-incident reviews.
- AI Automation: Leverage AI tools to enhance workflow, optimise efficiency, improve decision making, and improve productivity in different tasks. Creating and using HL7 scripting agent, SQL scripting agent, API agent, SRE, APIs etc.

### Level 2 Technical Support Engineer at Kestral Computing, Melbourne

JULY 2023 – JANUARY 2025

- Account ownership: Maintained RIS applications and integrations for key accounts, coordinating upgrades and roadmap items with stakeholders.
- Escalation SME: Resolved complex HL7, data integrity, technical, database issues and led ticket escalations; partnered with devs/vendors to remediate defects and integration failures.
- Team contributor: Contribute to team training and onboarding, high level documentation and contribution to knowledge base.
- Enablement & training: Delivered remote and onsite onboarding and training for MITs, clerical, and reporting users (Karisma RIS, SpeechMagic VR), improving adoption and workflow efficiency.
- Go-live support: Provided on-site coverage for major public projects e.g. NSW Health Sectra PACS/ Karisma RIS solution 2021-2024, WMHHS QLD 2023.
- Workflow optimization: Analysed clinical workflows, advised configuration changes to automate manual steps and enhance usability.
- Vendor collaboration: Collaborate with vendors and IT teams for enhancements, system patching, troubleshooting and project involvement.

- Change governance: Logged change records and incident tracking for configuration adjustments across high-value clients.
- Performance & integrity: Monitored system performance/storage, safeguarded data integrity across RIS, PACS, HL7, and patient/referrer portals.
- Continuous improvement: Identified enhancement opportunities, drafted feature requests, and positioned add-on solutions/modules to address business needs.

### **Level 1 Support at Kestral Computing, Melbourne**

JULY 2021 – JULY 2023

- Frontline triage: Handled RIS support via phone/email, logged incidents in Zendesk/CRMs, and ensured SLA adherence with clear documentation.
- Defect management: Identified/tested defects, compiled bug analyses, coordinated patching, and published build notes to guide client updates.
- Planned upgrades: Scheduled and executed upgrades of multiple system components after hours with stakeholder communication and contingency planning.
- Stakeholder liaison: Communicated effectively with clinicians, executives, and vendors to align priorities and maintain continuity.
- 24/7 coverage: Participated in on-call rotations supporting ANZ clients, maintaining response quality in after-hours scenarios.

### **Operations Manager & SIC at Capital Auto Recyclers, Canberra**

2018 – 2021

- Operations leadership: Managed customer service, fulfillment, inventory, logistics/export, and compliance, establishing reliable day-to-day operations.
- Digital presence: Built WordPress site and SEO strategy, achieving first-page Google ranking for “Canberra used car parts,” increasing inbound leads.
- Process design: Designed facility layout and workflows to improve throughput and safety; implemented SOPs for greenfield operations.
- Lead handling: Managed website enquiries for parts and vehicle purchasing, tightening response loops and conversion.

## **Internships & Clinical Placements**

### **Radiography Degree (Final year residency) at Canberra Imaging Group, Canberra, ACT**

FEBRUARY 2018 – NOVEMBER 2018

40-week residency placement at Canberra's largest private medical imaging provider.

- General, mobile, theatre radiography.
- Working across all sites and locations, hospitals and clinics.
- Managing entire general radiography departments for sites with only one rostered general radiographer.

### **Radiography Degree (Third year) at Canberra Imaging Group, Canberra, ACT**

NOVEMBER 2017 – NOVEMBER 2017

4-week placement in MI department

- General, mobile, theatre radiography.

### **Radiography Degree (Third year) at Bankstown Hospital, Sydney, NSW**

MAY 2017 – MAY 2017

4-week placement at Bankstown Public Hospital Sydney.

- General, emergency, mobile, theatre radiography.

### **Radiography Degree (Second year) at Healthcare Imaging Solutions, Canberra, ACT**

NOVEMBER 2016 – NOVEMBER 2016

4-week placement at private clinic and hospital sites.

### **Radiography Degree (Second year) at iMed Radiology, Canberra, ACT**

MAY 2016 – MAY 2016

4-week placement at Woden Specialist Orthopaedic Centre iMed Radiology.