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| **PROFILE**   * e * Companies attached to my career : MEDICLINIC , LIFELINE , TECHDATA * Positions capable of filling : Director – IT, Head of IT * Application Management * Service Desk and Service Delivery Management * Infrastructure Management and Vendor Management * Budget Management – Financial and Man Power * **Business Analytics** - Design Business Intelligence Reports for the Board, Senior Management and Line Managers * Project Management * Resource (People) Management – Vital assets of an organization * Excellent knowledge of the Business * Personal traits – Excellent Communication skills, Stress Management, Fast learner, Loyalty, Sharp, Friendly with a good sense of humor   **KEY ACHIEVEMENTS**   * Migration of a “*paper based*” doctor entry and process to Completely integrated EMR (Electronic Medical Record) * Part of the 12-member Management Incentive Bonus committee * Infrastructure setup of New hospital (The City Hospital, DHCC) – the Flagship Hospital of the group @ Mediclinic * Complete IT setup of 11 clinics – with Centralizing and Standardizing solutions * Migration of 3 EMAAR clinics to Mediclinic Group 🡪 over 1 weekend * Introduced Technologies to the business * Introduced P&Ps based on ITIL (Information Technology Infrastructure Library) * Implemented many cost saving initiatives for the business * Active Member of “Go Green Committee” * Created and Chairing the IT platform - *TechTalk*   **EXPERIENCE 19 Years**  **Group Director – Information Technology** **4 Years**  **Lifeline Healthcare**, Dubai, U.A.E. (**JCI with EMR - Score 9.99**) October 2012 – Present   * Heading complete IT Operations for the Lifeline Healthcare Group. * Define and align IT goals with Business goals * Project Management of large and medium sized projects   + ***Hospital Information System*** Implementation (**shifted doctors from paper to EMR**)   + Implemented ***Laboratory Information System*** integrated with HIS   + Implemented ***Radiology Information System*** integrated with HIS   + Designed ***Automated eClaim system***   + Implemented ***Automated Pharmacy Approval and Submission System***   + Implemented ***Code Finder and Medical Necessity solutions***   + Setup ***of 2 new clinics*** with all IT solutions   + Setup of ***standardized Applications for 4 new clinics*** (Management Contracts)   + Migrate complete 800DOCTOR operations from paper to automation   + Project Tabs – ***Tablets*** provided to doctors on the move   + ***Mobile App*** for 800DOCTOR services   + ***Automated*** Patient Satisfaction Survey using touch screens   + Multiple ***Revenue Enhancing*** solutions for billing team   + Implemented ***Mobile Internet Backup Solution*** (in case of Internet failure)   + Automated ***SMS Integrated Solution***   + Wi-Fi Solution for the group   + CCTV with Mobile app viewer   + Backup and Recovery Solution   + Queue Management System   + ***Call Centre Solution***   + New Antivirus Solution   + Website Management * Manage the Group IT infrastructure – includes the Network Infrastructure, Connectivity between locations, Systems and Servers.   + Active Directory   + Emails and spam control   + Application supporting services   + Contract Management   + Security and Backup   + DR   + Internet and web filtering * Responsible for Business Application Management - Design, Development and Deployment * Budget Management * Recommend and implemented ***Cost Effective Solutions*** for the organization * Key involvement in all ***Business Process*** Reviews and Improvisations * Vendor Management * Resource Management - Guiding and Motivating the staff   **Group IT Manager**  **5 ¼ Years**  **Mediclinic**, Dubai, U.A.E. August 2007 – October 2012  (The City Hospital-DHCC, Welcare Hospital-Garhoud)   * Maintain the Group IT infrastructure – includes the Network Infrastructure, Connectivity between locations, Systems and Servers. * Define and align IT goals with Business goals * Management of Core Business Applications :   + Hospital Information System along with Radiology and Laboratory Solutions   + HIS development projects * Management of Core IT Infrastructure services * Budget Management – prepare, present and manage * Define, implement and ensure compliance of P&Ps * Manage Help Desk and IT support services * Define roles and tasks for the team and set milestones * Provide proactive updates to Higher Management about ongoing projects * Continuous Customer Service improvements – Scheduled meeting with HODs * Project Management of large and medium sized projects   + New hospital setup : The City Hospital, in DHCC, Dubai   + New clinics setup : Mirdiff Clinic, Qusais Clinic and Ibn-Batuta Clinic   + New clinic acquisition : Dubai Mall Medical Centre, Meadows Clinic and Arabian Ranches Clinic   + Infrastructure up-gradation   + Intranet development * Represent IT in many committees (Internal - IT OPSCO, Unit-wise Procurement, Hospital SMT, Group Security and Risk, Go Green) (External – Global MCI ICT Committee) * Recommend and implemented many cost effective solutions for the organization * Vendor Management with ISPs and suppliers   **MIS Manager** (Management of Information Systems) **6 ½ Years** (Total 8 ½ Years)  **TechData FZ L.L.C**, Dubai, U.A.E. January 2001 – August 2007   * Lead the development of analytical reports for the Board of Directors, Sales Managers, Product Managers * Lead the designing & development of all web projects directly contributing to the business relations with partners & internal business * Project Manager for all application development * Manage IT support services * Review business processes and provide recommendations to tune them and taking up the responsibility of the implementation * Tracking project performance by setting milestones * Provide proactive updates to Higher Management about ongoing projects * Headed projects of the Intranet & internal web applications * Managing the web developer & his priorities * Automated complete vendor reporting - accrued rebates up to 0.5% to 1.5% * Continue to carry out the responsibilities of the MIS Supervisor   **MIS Supervisor** (Management of Information Systems) 1 Year  **TechData FZ L.L.C**, Dubai, U.A.E. February 2000 – January 2001   * Lead development projects to ensure that projects follow guidelines, meet milestones & deadlines and are cost efficient * Acting as the bridge between the department heads & the development team for all projects * Implemented systems for automated vendor reports to run on pre-set schedules * Performed as Project Leader and Designer for various tools, applications and ERP modules developed. To list a few :   + Director’s Dashboard   + Dormant Customer Alert Report   + Key Performance Indicator Tracking tool for Managers and Directors   + Business Relationship Management tool   + Credit Control Dashboard module * Sole responsibility of compliance and integrity checks for all outgoing information * Overlooking the internal IT support, the Systems Engineer & his priorities   **Additional Responsibilities**   * Training new joiners bringing them up for self analysis for optimum efficiency * SMS oriented automated tools for Directors and Managers on a trip * Security system administrator – entrusted with the security entry code * Creating SOPs for various processes like Reporting Automation tool, Servers patch upload process, IT checklist, IT setup procedure, Servers shutdown and restart procedures * Fun club Chair person – responsible for arranging fun events for the staff   **Systems Engineer**  1 Year  **TechData FZ L.L.C**, Dubai, U.A.E. February 1999 – February 2000   * All IT equipment setup including PCs, laptops, printers * IT support for all PC related issues enabling them to feel welcomed to bring complaints * Assisting the MIS Manager with report creations * Coordinating equipment maintenance for printers, faxes, photocopiers, etc * Assisting MIS Manager in developing tools for internal staff   **Systems Engineer**  **2 Years**  **Marco Polo Fashions**, Dubai, U.A.E. March 1997 – February 1999   * Server maintenance and Backup * Internal network setup and administration * IT equipment setup and maintenance * IT support   **EDUCATION/CERTIFICATIONS**   * ITIL V3 Certified (Information Technology Infrastructure Library) * Project Management Professional (PMP) * Certificate in Situational Leadership * Higher Diploma in Software Engineering * Crash courses on Oracle database, SQL database, Java and HTML coding * Bachelors Degree in Commerce   **PERSONAL DETAILS**   * Nationality : Indian * Date of Birth : 25th January, 1973 * Driving License : U.A.E License (14 years) * Marital Status : Married * Visa Status : Employment Visa * Languages : English, Hindi and Gujarati | | **Career Overview**  Over 19 years in the IT industry with **15 years in a Senior Management position** with **9 years in the Healthcare sector.**  **Additional Info**  Supporting documents listing all the cost saving initiatives can be provided.  **About Lifeline**  A highly respected organization since 1996, Lifeline Healthcare has a network of a 50 bedded boutique hospital, 9 medical centers and a day surgery hospital. The group has also pioneered the 1st company in the UAE dedicated exclusively to doctor-on-call service,  800 DOCTOR.  **Skill Set Overview**  **Processes**  - Project mgmt  - Infrastructure  mgmt  - Budget mgmt  - Resource mgmt  - Supplier mgmt  - Customer Service  - Application mgmt  **About Mediclinic**  With the group’s first clinic started in 1999, Mediclinic is now the leading healthcare management company which manages a total of 2 Hospitals, 9 Clinics and 2 offices.  **ITIL Implementation**  - Service Desk  - Service Level Agreements  **-** Risk mgmt  - Availability mgmt  - Capacity mgmt  **About TechData**  Tech Data is one of the world's largest distributors of technology products operating in over 100 countries and is listed as one of the fortune 500 companies in the U.S.A.  **Environment Managed -**  **Technical (IT)**  - IT Service Desk  - Active Directory  - Citrix  **-** MTS  - MS Exchange  - HMS + ERP  - Internet +  Intranet  - SAN  - LAN + WAN  - Application  Development  - Reporting  - Backup  - DR  - VoIP Technologies  **Personal Traits**  - Excellent communication skills  - Stress mgmt  - Well Organized  - Dedicated  - Hard Working  - Fast learner  - Business centric  - Sharp  - Level headed  - Friendly  - Sense of humor |
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