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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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