

Arun

**IT Engineer**

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| **Career Objective:**  Seeking a challenging career with a progressive organization that provides an opportunity to capitalize my Technical skills & abilities in the field of Information Technology, area of Hardware and Networking and Software Support.  **Profile Summary:**  **B.Tech** (**Computer Science and engineering**) graduated IT professional with **10+years** of experience **(Including 6+ years of UAE experience)** in the IT/healthcare industry, I have acquired a tremendous amount of hands on and technical project management knowledge. My current objective is to apply my technical knowledge and project management skills to help lead a competitive growing company to a new level of success and guide them towards a new age of advanced technology.Information Technology in the area of System Administration & Network and Software Support. Working as part of a team or independently with a focus on delivering quality IT support on a continuous basis.  **Employment History:**  Company: Windsoft Technologies, Kerala  Position: IT Support Executive  Period: August 2009 to February 2013  **Responsibilities Handled**   * Developing websites and IIS configuration. * Support and maintain of Software and Websites. * Writing SQL stored procedures, functions and Oracle DB * Installing hardware and software systems * Ensure the design of system and network allows all components to work properly together. * Troubleshooting a variety of computer issues * Configuring computer networks   Company: IMG Recruitment, Abu Dhabi.  Position: IT Support Specialist  Period: April 2013 to June 2014.  **Responsibilities Handled**   * Developing websites and IIS configuration. * Support and maintain of Software and Websites. * Installing hardware and software systems * Maintaining or repairing equipment * Troubleshooting a variety of computer issues * Setting up computer security measures * Configuring computer networks * Offering technical support on-site or via phone or email * Manages servers and network resources including network applications   **Current Employer:**  Company: Hospital in Abu Dhabi (Unit of VPS Healthcare)  Position: Application Support Executive/L2 Engineer  Period: November 2014 to Current Date.  **Responsibilities Handled**   * Project Management * Software testing * Master Data preparations * Bug reporting and testing * User training management * Software Updating planning and execution * Provide adequate **SAGE ACCPAC** HIS training and technical support to Doctors, Nurses and other staffs. * Modifying and Creating Hospital Information System (**SAGE ACCPAC**) module process flow. * **SAGE ACCPAC** Module administration and training for users * Installation of **SAP** in accounts and administration department. * Developing websites and IIS configuration. * Developing intranet websites and hosting. * Attending daily complaint * Attending Desktop Hardware and Software related issue and task. * Installing and troubleshooting operating system * Installing and Maintenance Desktop & Laptop in workgroup and Domain Model * Local and Network printer installation/configuration. * Ensuring timely closure of the reported tickets issues and update users. * Provide remote support for different locations * Internet access for LAN through proxy setting * Provide support in resolving Network problems and troubleshooting of LAN connectivity issue. * Basic networking, Map drive and Data sharing. * Land Desk, VNC and remote desktop connections for remote use. * Trained end users for on usage of computer hardware and software * VIP support, on call Support, Remote support. * Configured, maintained, and troubleshot issues for research computer systems and applications. * Authored and distributed dozens of knowledge articles for troubleshooting procedures, process refinement, and general information. * Provided hardware setup and training classes to all users for electronic documentation software * Tracked, logged and responded to support tickets. * Planning and undertaking scheduled maintenance upgrades. * Manage and Performing Hospital display content pushing through four winds content player. * Manage and operating the CCTV Cameras, Access control systems and IPTV. * Participated in daily weekly and bi-monthly status meetings.   **Project Profile**  Project Name : Sage Accpac ERP  Team Size : 6  RDBMS : Sql Server  Client : LLH Hospital, Abu Dhabi  **Modules Handled:**  Our hospital is using all the Sage module with full functionality in an effective way with automation including SMS for the appointment patients and lab radiology result notification. Some of the core module which was handled, is mention below:  **System Manager**: Patient registration, Visit creation, billing, Service ordering, billingcode creation, Package creation.  **Lab Module:** Lab ordering, sample collection, result management, machine interface ,lab master preparation and their settings, Result automation settings etc.  **Radiology Module:**Wordlists, dictating through dragon software for the result template, TAT reporting etc.  **Nursing module:** Vitals, Patient forms and the settings, Ordering for services and administration of medication.  **Material management :** complete settings and creation of MM and pharmacy master and POS  **Appointment Module:** master creation (Clinic), slot creation, allocation and appointment taking.  **Insurance Module:** pricelist creation, company creation, Plan, policy management.  **EMR:** complete module with E&M workflow (XML submission & resubmission )  Document management system, Payroll systems etc.  **Academic & Credentials:**   * Btech in Computer Science and Engineering   Cochin University of Science and Technology   * Higher Secondary   Board of Higher Secondary Education Govt. of Kerala   * Secondary School Living Certificate   Govt. of Kerala, India  **Site Projects**   * Handling Hospital projects & Medical center projects. * Time attendance implementation in HR department. * Billing application implementation in Pharmacy. * Q-Matic system implementation in Pharmacy. * Developing and implementing Hospital intranet website. * Developing and implementing Pharmacy prescription Q-System. * Coordinate with vendors and Units and maintain Centralized Purchase plan of I.T Infrastructure. * Coordinate with Vendors for end user and server support and warranty related issues. * Network Racking, Cable Laying, Tagging and Documentation Manage a project and supervise the work * I.T Infrastructure Documentation & Asset management.   **Technical Skills:**  Language : C#, C, HTML  Technologies : ASP.Net  RDBMS : SQL Server ,Oracle  Development Tools : Visual Studio 2005 & 2010  Reporting Tools : SAP Crystal Report  Platforms : Windows 7/ 8/10, Vista/ XP, MS DOS, UNIX, Linux  Specialized : Software Support, Desktop support, Networking & Troubleshooting  Application Software: Adobe Photoshop, MS Office, Dreamweaver, Front Page 2003  Microsoft Certified Solutions Expert (MCSE-ID: 15496478)  Microsoft Certified Solutions Associate (MCSA-ID: 15496478)  **Secured Training:**   * Certified First Aid & CPR provided by American Heart Association (LLH Training Centre) * Code Orange & Red Training ,Quality Management Training & EHSMS Training (LLH Hospital)   **Strengths:**   * Sound knowledge of recognizing and analyzing information problems. * Ability to handle multiple tasks. * Good talking skills. * Strong interpersonal skills; collaborative and flexible work style. * Ability to work independently to the assigned work & complete the given task within the time frame. * Ability to manage confidential information. * Ability to work well under pressure and be accurate and efficient.   **Achievements:**   * Won nominee for Employee of the month at LLH Hospital on September 2015.   **Languages known:**  English, Hindi, Tamil, Malayalam  **Personal Details:**  Name : Arun  Date of Birth : 30th Jan 1988  Gender : Male  Marital Status : Married  Religion : Hindu  Nationality : Indian  Visa Status : Employment visa  **Driving License:**  License : UAE driving license (Automatic) and INDIA driving license (Manual).  **Declaration**  I consider myself familiar with Computer Science & Engineering Aspects. I am also confident of my ability to work in a team. I hereby declare that the information furnished above is true to the best of my knowledge.  **Reference:** Available if required.  Place: Abu Dhabi Arun  Date: |