



Rathesh P. Nair

(ITIL® Foundation Certificate in IT Service Management)

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PROFESSIONAL SUMMARY

With two decades of dedicated service in the IT and healthcare IT sector, I bring a wealth of experience and expertise to the forefront. Throughout my journey, I've been instrumental in various phases of Enterprise HIS (Health Information System) Solutions, specializing in the intricate landscapes of RIS (Radiology Information System) and LIS (Laboratory Information System) within the healthcare domain.

My tenure has seen me at the helm of IT Operation Management, encompassing the strategic orchestration of IT infrastructure, vigilant network administration, robust disaster recovery (DR) planning, and efficient data centre management. The challenges of this ever-evolving field have transformed me into a quick learner, fostering adaptability and innovation as essential traits.

My knack for effective communication, rooted in my experience of collaborating with diverse stakeholders, has been pivotal in bridging the gap between technical intricacies and overarching business objectives. My interpersonal skills have been finely honed through interactions with healthcare professionals, IT teams, and administrators, enriching my problem-solving capabilities and equipping me to thrive in high-pressure, critical-thinking situations.

I have a proven track record of identifying opportunities, strategizing solutions, and implementing innovations that drive both operational excellence and improved patient care. My passion is to harness my comprehensive healthcare IT knowledge to create meaningful technological advancements that positively impact the healthcare sector.

In the spirit of collaboration and progress, I welcome you to connect with me to explore potential opportunities or engage in thought-provoking discussions related to healthcare IT, IT infrastructure, and more. Together, we can continue to push the boundaries of technology's capabilities and make a lasting difference in the healthcare industry.

Education

Health Informatics

Johns Hopkins University

Completed, June 2022

Master of Business Administration, Information Technology

Indian School of Business Management and Administration
Trivandrum, Kerala

Completed, February 2015

BMS -IT, Information Technology

Indian School of Business Management and Administration
Trivandrum, Kerala

Completed, February 2013

Diploma, Information Technology

National Institute of Eng. Nagpur
Nagpur, Maharashtra

Completed, December 2007

Skills

Project Management:

- Custom Software Development
- Database Design (RDBMS)
- Systems Engineering
- System Migrations/Integrations
- Enterprise-wide Implementations

IT Project Life-cycle:

- Requirements Analysis
- Architecture
- Design
- Construction
- Integration and test
- Implementation

Value-Added Leadership:

- Cross-Functional Supervision
- Team Building & Mentoring
- Client Relations & Presentations
- Business & IT Planning
- Vendor Management

Computer Proficiency

Operating Systems	Software	
● Windows 11 ●●●●●	● VB.Net ●●●●●	● Photoshop ●●●●●
● Windows 10 ●●●●●	● VB 6 ●●●●●	● MS-SQL Server 2019 ●●●●●
● Windows 2012 R2 ●●●●●	● HTML ●●●●●	● Crystal report ●●●●●

Work Experience

June 2023-Current

Group Technical Head @AL JASSAR GROUP (Apollo Hospital Muscat)

- **IT Infrastructure Management:**
Oversee the design, implementation, and maintenance of the hospital's IT infrastructure. Ensure the availability, reliability, and security of all IT systems.
- **Team Leadership:**
Manage and lead a team of IT professionals, providing guidance and support. Foster a collaborative and innovative team culture.
- **Strategic Planning:**
Develop and implement IT strategies aligned with the hospital's overall goals. Stay informed about industry trends and emerging technologies.
- **Project Management:**
Oversee IT projects from initiation to completion, ensuring they are delivered on time and within budget. Collaborate with other departments to understand and address their IT needs.
- **Security and Compliance:**
Implement and monitor security measures to protect sensitive healthcare data. Ensure compliance with healthcare regulations and industry standards.
- **Vendor Management:**
Manage relationships with IT vendors and service providers. Evaluate and select vendors for hardware, software, and services.
- **Budgeting and Cost Management:**
Develop and manage the IT budget for the hospital.
Optimize IT costs while ensuring quality and reliability.
- **Training and Development:**
Provide training programs for hospital staff to enhance their IT skills. Keep the IT team updated with the latest technologies and best practices.
- **Disaster Recovery and Business Continuity:**
Develop and maintain a robust disaster recovery plan for IT systems. Ensure business continuity in the event of IT disruptions.
- **Collaboration with Healthcare Professionals:**
Collaborate with healthcare professionals to understand their IT requirements. Ensure that IT systems support and enhance patient care.

Oct 2022- June 2023

Project Manager IT

TrioTree Technologies Private Limited

- Lead a cross functional team to achieve project requirements, deadlines and schedules
- Identify and resolve project issues
- Prepare project status reports
- Coordination of change requests
- Use technology to ensure all parties are informed on schedule and budget
- Coordinate the development of documentation to enable implementation and turnover of the process of system
- Lead team in meeting client expectations and project deliverables
- Conduct post-project evaluation

March 2021- Sept 2022

Manager IT

Avtis Institute of Medical Science

➤ **Managerial Role**

- Supervision and development of ideal IT system with staffing the IT team. Create an IT roadmap and action plan for future growth. Provide direction, consulting, approve, administration and monitor major projects, IT budgets, priorities, standards, procedures, and overall IT performance. Involve in testing integrity and performance of various information networks and software applications. Regular Periodic review and evaluate how current systems and applications are meeting the needs of the hospital and employees working. Coordinate with all head of the departments within hospital and take their inputs to improve the technology solutions, implementation, and adoption. Regular review meetings with all the key stake holdersto update on IT actions. Review the adequacy and allocation of IT resources in terms of funding, personnel, equipment, and service levels. Researching and installing new and improved systems. Control thecomputer systems budgets and expenditures.

➤ **Operational Role**

- Successful implementation and rollout of various modules of the Hospital Management System at the 5 hospital Datamate 11 Ver (Ellider). Setup and manage help desk support for staff within the facility. Managing the end-to-end IT operations of the hospitals include Plan, organize, direct, control and evaluate the operations of information systems and electronic processing. Provide network design, installation, monitoring, management, and troubleshooting for WAN and LANs including main locations and remote sites. If needed Provide networking support to partner organizations. Ensuring LIS & PACS equipment interface setup and maintenance. Valuating user needs and system functionality and ensuring the facilities meet these needs. Maintain current and accurate inventory of technology hardware, software, and resources.

➤ **Consultant Role**

- Serve as consultants to executive level officers when it comes to developing and applying information technology policy and standards. Coordinates with system analysts, computer programmers, developers, support staff and assign priorities during in house software development process. Identifies, communicates, and implement new technologies to enhance the long- term operational and strategic goals of the hospital.

➤ **Training Role**

- Train staff about new and potential use of the system. Provide orientation to new users of implemented technology. Providing User Training on various business applications and application software. Provide individual training and support on request.

➤ **Team Leader Role**

- Leads the IT team at the Hospital which comprises of the hardware, networking, software, and database specialists. Manage the requirement of various specialists and harmonious functioning of the IT team

➤ **Vendor Management Role**

- Approve and handle IT vendors used by the organization, AMC, Support agreements, Review meetings. Obtaining competitive prices from suppliers, to ensure cost effectiveness. Ensuring that software licensing laws are adhered to.

➤ **Backup and Security Manager Role**

- Scheduling upgrades and security backups of hardware and software systems. Troubleshoot all technology issues
- Maintain log and/or list of required repairs and Provide network accounts and passwords as required. Maintenance Identify and prepare hardware for disposal when appropriate. Ensure hardware is stripped andsecured before disposal

2021 June 2019 – Feb 2021

IT Manager

Sree Uthradom Thirunal Hospital Pattom Thiruvananthapuram

- Responsible for Governance model – IT Services review, SLA tracking,
- Publishing IT review dashboards, resource optimization and custom development.
- Budgeting and Effort estimation.

- Stake holder and Risk management.
- Conceptualization and Execution of IT Projects along with Business teams from various functions
- Vendor Management –Relationship Management with all the Business Partners
- Audit/inspections monitoring – Internal and Statutory
- HIS implementations – HINAI
- Interface implementation with HIS – LIMS (SRL), PACS (MEDIFF), Tele-Video Medicine, Live Video Streaming
- Infrastructure and network monitoring, planning network revamp.
- Reporting to CAO for Unit IT activity & Corporate IT for technical issues.
- In house Software Development for QMS, Asset tracking, Intranet.
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December 2017 - May 2019

IT Manager

Medeor Hospital Limited (Formerly known as VPS Rockland Hospital (VPS Group) Delhi

- In-House Software development with Wipro Reporting Db for Management Reports.
- Directly Reporting to Unit Head & Corporate IT Head.
- Design and Implement Alcatel IP Phone.
- Reporting all HIS activities to management and attend management meetings
- Confirmed effectiveness of solutions by interacting with user base and understanding their challenges
- Defined and implemented disaster recovery and backup procedures for systems managed by the team
- Defined delivery and support plans for implementing appropriate information technologies.
- Developed and implemented all IT policies and procedures.
- Directed IT Department operational and strategic planning, including fostering innovation, project management, and organizing and negotiating the allocation of resources.
- Managed IT staff, including hiring, training, conflict resolution, performance coaching and talent management. Oversaw provision of end-user services, including help desk and technical support services. Worked effectively with various stakeholders (executives, department heads, end users, vendors, or consultants) to define business and systems requirements. Managing in system support, data center operations, networking, IP Telephone installation and other IT related infrastructure.

Jan 2017 to Sep 2017

Sr. IT Executive

Burjeel Hospital (VPS Group) Muscat, Oman

- Implementation of HIS Application. (Practo Insta HMS)
- In-house Software Development, document and revise system design procedures, test procedures, and quality standards.
- Providing services to the users related the usage of information systems.
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May 2014 to Jan 2017

Sr. IT Executive

Renai Medicity Hospital Cochin, Kerala

- Providing services to the users related the usage of information systems.
- Direct the development, implementation of HIS Application. (Akhil System Delhi)
- In-house Software Development, document and revise system design procedures, test procedures, and quality standards. Provide staff and users with assistance solving computer related problems, such as malfunctions and program problems. Test, maintain and monitor computer programs and systems, including coordinating the installation of computer programs and systems.
- Consult with management to ensure agreement on system principles. Expand or modify the system to serve new purposes or improve workflow.
- Confer with clients regarding the nature of the information processing or computation needs a computer program is to address. Read manuals, periodicals, and technical reports to learn how to develop programs that meet staff and user requirements.

- Train staff and users to work with computer systems and programs. Review and analysis computer printouts and performance indicators to locate code problems, and correct errors by correcting codes.
 - Determine computer software or hardware needed to set up or alter the system.
 - Supervise computer programmers or other systems analysts or serve as project leaders for systems projects.
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July 2012 - April 2014

IT Eng. / Project Coordinator

ENE Solution Nagpur, Maharashtra

- Responsible for hardware and software installation, maintenance, and repair.
 - Performing routine audits of systems and software. Developing & maintaining the company IT systems, software, and databases.
 - Having excellent time management, confidentiality & communication skills. Management of server software and associated backup routines.
 - To evaluate, test, advise, train and support I.T. related projects. Maintaining documentation of changes regarding users, functions & systems. Managing the ERP, Upgrades, and Reports from System.
 - Managing the Emails, Company website, and Company profile. Implement the IT policy of the Company.
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Dec 10 - June 2012

IT Head/Programmer

Qatar Pharma (Pharmaceutical Manufacturing)

Doha, Qatar

- Analysis, Process, and technical implementation of various customize application for various departments. Installing, Configuring and administration of MS-Windows Server 2008. Maintaining Active Directory Configuration Group Policy, User Creation.
 - Performed Network Integration, Trouble shooting and system tests. Introducing and integrating new technologies into existing data center environments.
 - Implementation Oracle ERP maintaining flow, including data analysis Training to staff. Perform regular checks on the status of servers; both hardware and software handle the tasks of managing data backup of servers through the checking backup logs and file restoring process.
 - Provided level 3 supports for the company's network infrastructure. Perform regular maintenance of servers through installation of software upgrades, patches, and hardware upgrades.
 - Responsible for vendor management as well as supervision for the installation and maintenance (hardware) of servers by junior staff Handle the tasks of monitoring window servers, corresponding infrastructure and associated applications and take corrective action to restore service Maintain up-to-date knowledge of hardware and software news; suggest/recommend improvement to various department time to time.
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Sep 06 – Nov 10

System Admin/Programmer

ENE Solution Nagpur

- Perform all support and maintenance functions with 24 hours of trouble report. Troubleshoot hardware, software, and network problems.
 - Coordinate repairs with repair vendors. Maintain up-to date knowledge of hardware and software news; suggest/recommend improvement to various customer time to time.
 - Conducting training time to time for the customer.
 - Process / Technical Implementation of MIS System. Coordinate with Head office, Back office & Sales Executive to implementing the system time to time. Reviewing the existing add on modules to make necessary changes as per the new process.
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Nov 05 - July 06

Software Programmer

Omega TechnoCom Nagpur

- Member of core team, I had to communicate and persuade people affected by the project as well as those working on it about changes or enhancements to incorporate into the plan.
- Understanding Technical problems and design details from client time to time. Process, Technical implementation, testing for ActiveX control for Biometrics Application. Preparing test plan and data migration
- Functioning as a core team member for Various Customize application and Web designing.
- Making of DFD for team member as per the requirement. Provide technical and functional support to user and fine tuning of SQL. Creating various reports for customizes application in Crystal report and Data Report
Responded to customer question on site-related technical issues.
- Acting as a Lead Member in various customizes application like. Construction Pro, Automobile Soft, Consumer Durable Soft, Real Estate Management Soft, Application Mapping, Employee–Attendance Recording, Payroll

May 02 - June 04

EDP / Programmer

Apson Info Services Nagpur

- Functioning as a member of team to implement the In-house Call Center Application Technical implementation of In-house Call Center Application. Customizing application to meet day to day requirement of the business. Implement stand-alone application to Client Server Application using Vb6 and MS SQL Server. Perform all support and maintenance function within 24 hours of trouble report. Troubleshoot hardware, software, and Network Problems. Acting as a Member in various customizes application like. RxMediPro (Medical Billing Software), Construction Pro, Application Mapping.

Training and Certifications

- ERP -Abap/4, Chester information archive.
- Advance Certification in Software Testing Diploma in web, Quext Technology
- Visual Basic 6, InfoTech Global (India) Limited.
- Oracle & Developer 2000, CIC -CCCIT Nagpur

Languages

● English ●●●●

Hindi ●●●●

Malayalam ●●●●

Personal Details

Father's Name:	Mr. P.Prabhakaran Nair	Marital Status:	Married
Birthday:	January 01, 1981	Nationality:	India
Gender:	Male	Passport No.	Y5583644, Expires 08/06/2033, Cochin

Address Details

Aswathy House, Mannar, Kurattissery, Alappuzha - 689622 Kerala

Reference Mr.Vineesh Kumar

Director Board Member

Avitis Institute of Medical Science Nemmara, Palakkad Mob: -
9900292658

Declaration

I, Rathesh Nair, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Rathesh P. Nair