

Curriculum Vitae



Name-Rajeev Kumar Singh

ocprajeev@gmail.com

Mobile No. -9708544094

Address

Qrt.No.: - B/121/2, Sector-2

P. O : - Dhurwa, Ranchi,

Pin Code: - 834004 (Jharkhand)

Professional Summary:

A technically skilled IT professional with 15+ years of experience in IT infrastructure and hospital IT management. Expertise includes hospital information systems (HIS/HIMS, PACS, LIS, RIS, HRMS), network security, cloud computing, data center management, and healthcare IT compliance. Proven ability to design, implement, and manage robust IT infrastructure that aligns with hospital operations, regulatory requirements, and industry standards.

Skilled in:

- IT Infrastructure Management (Servers, Storage, Networking, Virtualization, Cloud Solutions)
- Hospital IT Systems (HIMS & EMR, PACS, LIS, RIS, HRMS, ERP, Tally, CMS, NCS)
- Network Security & Compliance (Data Protection, Firewall Management, Endpoint Security)
- IT Service Management (Incident Response, Troubleshooting, System Optimization)
- User & Vendor Management (Technical Support, Training, SLA & Compliance Monitoring)
- Healthcare IT Compliance (NABH, HL7, Data Privacy Regulations)

Careers Objectives:

To leverage my expertise in IT infrastructure and healthcare technology to streamline hospital operations, enhance cyber security, and drive digital transformation in healthcare organizations

Educational Qualifications:

- Bachelor of Computer Applications (BCA) from Indira Gandhi National Open University (IGNOU)
- Intermediate from Jharkhand Intermediate Education Council (J.I.E.C), Ranchi, Jharkhand
- Matriculation from Central Board of Secondary Education (C.B.S.E), New Delhi.

Certifications:

- Oracle Certified Associate (OCA) from Oracle Corporation
- Oracle Certified Professional (OCP) from Oracle Corporation
- Completed 4 ½ months regular training in Oracle Developer at SQL STAR INTERNATIONAL, New Delhi

Technical Skills:

- Platforms: Windows 98/2000/2007/2008/10/11, MS-Office
- Databases: Oracle 8i & 9i, SQL Server, MySQL, MS-Access, Oracle 10G, 11G
- Networking: LAN/WAN Administration, TCP/IP, DNS, DHCP, Active Directory
- Security/Firewall: Fort iGATE, Symantec, McAfee Endpoint, Quick Heal
- Virtualization: VMWare, VirtualBox

Key Skills:

- IT Infrastructure Design & Deployment
- Hospital IT Management (HIMS, PACS, LIS, RIS, HRMS)
- Data Center & Network Security
- Business Continuity Planning
- Healthcare IT Compliance (NABH, HL7)
- System Integration
- Vendor Management & Procurement
- Technical Support & IT Helpdesk Management
- End-user Support, Client Relationship, Project Management
- Installation, Configuration Monitoring, and Incident Management
- Troubleshooting, Root Cause Analysis, and System Up gradation
- Leadership, Communication, and Team Collaboration

Projects Undertaken:

1. Sales Management System: Developed for DENOVO LIMITED, Ranchi, aimed at automating store transactions.

Technologies Used: Frontend - Visual Basic 6.0, Backend - Oracle 8i

Role: Team of 6 members under the guidance of Mr. Shekhar Kumar Lal.

2. Engineers & Contractors: Computerized operations for SINGH & SONS, Ranchi.

Guided by: Mr. B.K. Choudhary, Central Coal Field Limited.

Work Experience:

Manager – IT | ITSA Hospitals- Raipur | July 2024 – Present

- Led hospital IT infrastructure implementation, including servers, networking, and cloud solutions.
- Managed HIMS, PACS, LIS, RIS, and integrated medical applications for smooth operations.
- Ensured zero downtime for critical hospital IT components, including IPPBX, LAN, and Wi-Fi.
- Implemented data security measures, HIPAA compliance, and disaster recovery strategies.
- Provided technical support, staff training, and digital transformation initiatives.
- Coordinated software updates, vendor contracts, and system upgrades

Key Responsibilities:

- Ensure timely updates and maintenance of Hospital Management Information System (HMIS, PACS), applications, and department-specific software, including pathology, radiology, HRMS, NCS and CMS.
- Monitor the rollout of new patches of the software applications, manage user training, authorize access, and ensure secure and seamless integration without disruptions.
- Provide technical support and resolve issues related to business application software systems, ensuring minimal downtime.
- Troubleshoot and resolve problems in business applications and information systems with a focus on efficient resolutions.
- Act as a brand ambassador for digitalization efforts, effectively communicating technical information to non-technical audiences.
- Oversee the successful operation and integration of various IT assets and automated business systems, ensuring reliability.
- Ensure all hospital applications operate at full capacity and enable smooth hospital operations.
- Provide training to users on application and software usage, ensuring that they are well-versed in system functionalities.
- Manage application and software user rights, ensuring proper issuance and timely closure of user accounts.
- Coordinate with vendor partners for software upgrades, ensuring hospital retains full control over data, rights, and governance.
- Collaborate with decision-makers across departments to identify and recommend changes for improved application productivity.
- Contribute to creating comprehensive and user-friendly dashboards for stakeholders, offering real-time insights.
- Conduct workflow analyses and perform root cause analysis to identify and resolve bugs and errors effectively.
- Work closely with software vendors to guide them in aligning products with hospital requirements for optimal performance.
- Recommend the procurement of software applications that enhance hospital operational efficiency.
- Facilitate and liaise with teams for infrastructure support, local server provider coordination, and network communications.
- Maintain daily call logs and incident tracking for timely resolution and status reporting.
- Implement effective troubleshooting and resolution methods, reducing average resolution time for IT applications and infrastructure issues.
- Conduct call log analysis and take corrective actions to enhance service delivery.
- Communicate proactively with application and infrastructure vendors for effective problem resolution.
- Collect and incorporate user feedback, ensuring logical closure of support tickets.
- Ensure zero downtime of critical IT components, including IPPBX, LAN connectivity, and network control systems .
- Differentiate between change requests and application issues, addressing them appropriately for efficient resolution.
- Prepare and present workflow analyses and root cause analyses in a format understandable to non-technical users.
- Take responsibility for the integration and optimal operation of IT components within the hospital to ensure smooth functionality.
- Document and report IT application performance, presenting findings to stakeholders.

Manager – Unit IT Applications | Tata Cancer Care Foundation -Tirupati| July 2023 – June 2024

- Led hospital IT infrastructure implementation, including servers, networking, and cloud solutions.

- Managed HIMIS, PACS, LIS, RIS, and integrated medical applications for smooth operations.
- Managed application rollouts, integrations, and user training for healthcare applications.
- Led cloud migration initiatives, server virtualization, and IT security enhancement projects.
- Conducted risk assessments and compliance audits to align IT with NABH standards.
- Provided technical support, staff training, and digital transformation initiatives.
- Coordinated software updates, vendor contracts, and system upgrades

Key Responsibilities:

- Ensure timely updates and maintenance of Hospital Management Information System (HMIS), applications, and department-specific software, including pathology, radiology, and radiotherapy equipment, PACS, NCS, CMS, HRMS.
- Monitor the rollout of new software applications, manage user training, authorize access, and ensure secure and seamless integration without disruptions.
- Provide technical support and resolve issues related to business application software systems, ensuring minimal downtime.
- Troubleshoot and resolve problems in business applications and information systems with a focus on efficient resolutions.
- Act as a brand ambassador for digitalization efforts, effectively communicating technical information to non-technical audiences.
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- Take responsibility for the integration and optimal operation of IT components within the hospital to ensure smooth functionality.
- Document and report IT application performance, presenting findings to stakeholders.

Manager - IT | Samford Hospital Pvt. Ltd.- Ranchi | July 2018 – June 2023

- Led hospital IT infrastructure implementation, including servers, networking, and cloud solutions.
- Managed HIMIS, PACS, LIS, RIS, and integrated medical applications for smooth operations.
- Ensured zero downtime for critical hospital IT components, including IPPBX, LAN, and Wi-Fi.
- Implemented data security measures
- Provided technical support, staff training, and digital transformation initiatives.
- Coordinated software updates, vendor contracts, and system upgrades
- Designed and deployed hospital IT infrastructure covering data centers, telemedicine, and cloud systems.
- Implemented cyber security measures, including firewalls, endpoint protection, and network monitoring.

- Optimized server performance, database management, and secure remote access solutions.
- Managed medical device integrations (Dade Baring RXL, Beckman Coulter AU48, Cliniteck Status, etc.).
- Provided training on IT systems, ensuring user proficiency and minimal downtime.

Key Responsibilities:

- Implemented and reviewed healthcare technology, including Hospital and Business Applications such as HIS, HMS, LMS, HRMS, LIS, and RIS.
- Designed and executed IT infrastructure plans, incorporating security, networks, and telecommunication systems for single and multi-location operations.
- Planned, designed, and implemented network infrastructure for single and multi-location setups.
- Integrated IT security systems, data protection measures, antivirus servers, and Data Loss Prevention (DLP) solutions.
- Customized and managed Hospital Management Software (HIS/HMS/LMS/HRMS/LIS/RIS) to meet operational needs.
- Conducted system and process audits, prepared documentation, and implemented standardization measures such as DMS.
- Supervised installation and maintenance of computer systems, hardware, and networks.
- Trained and led IT staff, establishing policies for network security, disaster recovery, and IT infrastructure optimization.
- Analysed resource utilization, developed strategies for performance improvement, and maintained IT roadmaps.
- Directed help desk activities to ensure user IT requirements were effectively addressed.
- Ensured ongoing support and maintenance for all hardware, software, and network components.
- Established robust security policies to protect organizational data and resources.
- Provided module training for hospital information systems (HIS), including configuration and data setup for new modules.
- Escalated problems to internal teams, identified and resolved application issues, and maintained approval records.
- Conducted User Acceptance Testing (UAT) for new HIS features and functionalities, providing post-deployment support.
- Coordinated with vendors to address bugs and ensured timely updates within defined timelines.
- Managed IT asset lifecycle and optimized costs for software licensing, maintenance, and services.
- Installed and configured software solutions on Linux and Windows servers, performed software upgrades, and resolved outages.
- Monitored IT applications, infrastructure, and assets, ensuring continuous performance at agreed service levels.
- Set up secure network infrastructure for both in-house and remote workers while resolving day-to-day IT issues for employees.
- Recommended and implemented new technology solutions to improve user experience and organizational productivity.
- Developed and enforced IT policies reflecting security, governance, and organizational priorities.
- Maintained daily call logs and tracked incidents to ensure timely resolution and effective troubleshooting.
- Conducted call log analysis, implemented corrective actions, and communicated proactively with application and infrastructure vendors.
- Ensured logical closure of support tickets, reduced average resolution time, and verified fixes for application issues.
- Performed workflow analyses, root cause analyses, and presented user-friendly solutions for technical issues.
- Successfully integrated IT components to enable smooth operations across hospital systems.
- Differentiated between change requests and application issues, addressing each appropriately.
- Demonstrated expertise in communicating technical information to non-technical audiences.

IT Officer | SRL Limited- Ranchi | August 2009 – July 2018

- Managed LIS, LMS, and medical application support across multiple diagnostic centers.
- Oversaw server management, network security, and diagnostics IT infrastructure development.
- Developed data backup strategies and implemented IT policies to ensure system integrity.
- Ensured compliance with hospital IT regulations, cyber security and data governance policies.

Key Responsibilities:

- Implemented healthcare technology solutions, including Diagnostics Lab and Business Applications, with expertise in LMS and LIS systems.
- Planned and implemented IT infrastructure, including security, networking, and telecommunication systems for robust operations.
- Designed and deployed single and multi-location network setups, ensuring seamless connectivity and performance optimization.
- Integrated IT security measures, including antivirus servers and Data Loss Prevention (DLP) systems, to safeguard data integrity.

- Customized and managed Diagnostics Software (LMS/LIS), ensuring alignment with organizational requirements and operational efficiency.
- Designed systems and processes, contributing to efficient workflows and streamlined operations.
- Conducted system and process audits, prepared documentation, and implemented improvements to bridge identified gaps.
- Successfully executed projects, delivering measurable outcomes and achieving organizational goals.
- Gained rich experience in internal and external quality audits, ensuring compliance with industry standards for diagnostics and IT systems.
- Planned and supervised the installation and maintenance of computer systems, hardware, and networks.
- Provided leadership and training to IT staff, ensuring team alignment with organizational objectives.
- Established policies for network security, disaster recovery, and IT infrastructure, ensuring continuity and resilience.
- Monitored resource utilization, analyzed performance, and developed strategies for optimization.
- Set IT goals, maintained roadmaps, and monitored the success of IT initiatives and projects.
- Directed help desk activities, ensuring IT support needs of users were consistently met.
- Managed development projects to integrate new technologies into existing systems, enhancing overall capabilities.
- Logged and tracked internal daily activities, creating and resolving tickets for reported issues.
- Validated applications post-patching, ensuring successful completion outside core business hours.
- Installed, configured, troubleshooted, and resolved issues with hardware, software, and network systems.
- Updated IT infrastructure regularly and maintained IT SOPs and documentation for streamlined operations.
- Configured desktop and laptop systems as per standardization policies, including peripherals and internet settings.
- Configured email clients, printers, and static IP settings while troubleshooting related issues.
- Administered user accounts, verified peripherals, monitored system performance, and maintained system integrity.
- Ensured timely software updates and monitored network communication for uninterrupted operations.
- Delivered technical support and services to clients through effective collaboration with CRM teams.
- Troubleshooted technical issues, maintained and monitored computer networks and systems, and supported new technology rollouts.
- Identified hardware and software solutions, ensuring the successful implementation of IT applications.
- Facilitated the deployment of new applications, providing user training and addressing queries.
- Established security policies to protect organizational information and resources.
- Conducted root cause analyses to resolve complex IT issues and enhance user satisfaction.
- Maintained a proactive approach to IT support, reducing average resolution time and improving service delivery.
- Collaborated with teams and stakeholders to implement IT solutions aligned with business needs.
- Recommended and implemented technology upgrades, adding value to user experience and productivity.
- Team Leadership: Led cross-functional IT teams, ensuring alignment with organizational goals and successful project execution.
- Technical Development: Designed and implemented IT solutions tailored to organizational requirements and user needs.
- Network and Systems Security: Established robust network security measures, safeguarding systems and ensuring data integrity.
- Policy Planning and Implementation: Developed and enforced IT policies aligned with business objectives and regulatory standards.
- Cost Analysis: Conducted detailed cost analyses to optimize IT spending while maintaining operational efficiency.
- Risk Assessment and Impact Analysis: Identified potential risks, evaluated their impact, and implemented mitigation strategies.
- Data Integrity and Recovery: Implemented comprehensive backup and recovery plans to maintain data integrity and business continuity.
- Domain Management: Managed website and email domains, ensuring seamless operations and accessibility.
- Regulatory Compliance: Ensured compliance with industry standards and regulations in all IT processes and systems.

IT Infrastructure & Hospital Industry Expertise:

- Healthcare IT Standards: HL7, HIPAA, NABH, DICOM, FHIR
- Server Administration: Windows Server, Linux (Ubuntu, CentOS, RedHat)
- Storage & Backup Solutions: SAN, NAS, Veeam, Acronis, Commvault
- Network & Security Management: Cisco, FortiGate, SonicWall, Cloud Firewalls
- Cloud Computing: Microsoft Azure, AWS (Amazon Web Services), Google Cloud
- Medical Application Support: HIMS, LIS, RIS, PACS, Telemedicine
- Disaster Recovery & Business Continuity: Backup Solutions, Failover Strategies, Security Policies

Training and Development:

- Conducted refresher training on HIS, PACS, HRMS LIS, RIS and essential IT software for both existing and newly joined users.
- Provided hands-on support and guidance to ensure users effectively adopted new technologies and applications

Project Implementation Highlights:

- Installed and configured medical applications and devices, including scanners, analysers (e.g., Dade Baring RXL Dimension, Beckman Coulter AU48, Cliniteck Status), and software integrations.
- Set up database connectivity, configured applications, and performed certificate installations for secure operations.
- Installed and upgraded HIS software across various departments, ensuring seamless implementation and functionality.
- Configured user accounts, handled activations/deactivations, and resolved user-related queries efficiently.
- Implemented PACS systems, provided training to users, and managed system upgrades and data updates.
- Conducted CCTV backups, maintained viewing devices, and ensured security across multiple premises.
- Managed biometric devices and software updates, ensuring consistent functionality.
- Maintained and monitored network logs (ILL, PRI) and provided firewall security through well-defined policies.
- Supported antivirus installations across PCs, ensuring automated updates and comprehensive protection.
- Delivered hardware support for desktops, laptop, printers, card printers, and machine printers, maintaining operational efficiency.

Strengths:

- **Leadership Skills:** Ability to lead and motivate teams, ensuring the successful execution of projects and achieving organizational goals.
- **Technical Expertise:** In-depth knowledge of IT infrastructure, network management, system security, and application support.
- **Problem-Solving:** Adept at analysing complex technical challenges and providing effective solutions with a focus on root cause analysis.
- **Adaptability:** Quick to adapt to new technologies and processes, ensuring seamless integration into existing systems.
- **Communication Skills:** Strong ability to communicate technical concepts effectively to both technical and non-technical audiences.
- **Attention to Detail:** Excellent organizational and analytical skills with a focus on precision and accuracy in work.
- **Time Management:** Efficient at managing multiple tasks, meeting deadlines, and prioritizing work in high-pressure environments.
- **Team Collaboration:** Proven ability to work collaboratively in cross-functional teams, fostering a cooperative work environment.
- **Customer Focus:** Dedicated to understanding and addressing client needs, ensuring satisfaction and long-term relationships.
- **Continuous Learning:** Commitment to professional development, staying updated with emerging technologies and industry best practices.

Personal Details:

- Father's Name: Ramayan Singh
- Date of Birth: 3rd March 1982
- Gender: Male
- Marital Status: Single
- Nationality: Indian
- Hobbies: Reading, Cooking, Watching Cricket

Declarations:

I hereby declare that the above information is true to the best of my knowledge and belief.

Place: Ranchi

Signature

Date: _____