# CURRICULUM VITAE

ORACLE
Certified Professional

**Rajeev Kumar Singh**
ocprajeev@gmail.com
Sector-2
Mobile No. -9708544094

**ADDRESS**
Qrt.No.: - B/121/2,
P.O : - Dhurwa,Ranchi,
Pin Code : - 834004(Jharkhand)

## Professional Summary: -

A tech savvy IT Professional with over 16 years of experience in IT infrastructure and network management. Expertise in Windows Server environments, information security systems, hardware and software solutions (HIMS, PACS, HRMS, Tally Integration, LIS, RIS). Proven ability to plan, design and develop IT infrastructure, manage operations for multiple domains and deliver IT services as per organizational needs.
Experience integrating with CRM, HIMS, and HRMS systems to enable unified workflows and data access. Strong focus on patient-first and customer-centric design, ensuring high service availability and user-friendly interactions. Capable of setting up reporting dashboards, call analytics, and quality monitoring to improve call handling efficiency. Practical exposure to data security and compliance (HIPAA, GDPR) in healthcare IT, ensuring secure handling of patient/customer information within cloud contact center environments. Adept at end-user training, change management, and support escalation handling for smooth adoption solutions.
Managing hospital software systems **(HIMS/EMR, HRMS, LIS, RIS PACS- (HL7 Integration**)) and diagnostics software systems, server management, internal systems, hospital websites, webmail (G-suit & Office 365) and IT statutory compliance Providing technical support with good understanding of hospitality industry to ensure IT solutions meet user needs and functionality requirements. Providing technical support with good understanding of hospitality industry to ensure IT solutions meet user needs and functionality requirements.
Evaluating and implementing technology that meets project goals and organizational objectives. Ensuring hardware and software systems security and integrity through regular backups and maintenance.
Supporting IT systems (antivirus software, print services, email provision).
Providing remote access to network and smooth IT operations across the organization.

## Careers Objectives: -

To join an organization as a professional to utilize my skills for the betterment of the organization and acquire new experiences to enhance my technical and professional abilities.

## 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 New Delhi's Central Board of Secondary Education (C.B.S.E

## Professional Certifications: -

Oracle Certified Associate (OCA) From Oracle Corporation.
Oracle Certified Professional (OCP) From Oracle Corporation.
4 .5 months Regular Training of Oracle Developer from SQL STAR INTERNATIONAL, Lodhi Road, New Delhi.

## Technical Proficiency: -

- Platforms include Microsoft Office and Windows 98, 2000, 2007, 2008, and 10.
- Databases: Oracle 10G, 11G, SQL Server, MySQL, MS-Access, Oracle 8i & 9i
- Networking: TCP/IP, DNS, DHCP, Active Directory, LAN/WAN administration
- Fort iGATE, Symantec, McAfee Endpoint, and Quick Heal are security/firewall
- IPBAX, CCTV, Nursing Call System, Central Monitoring System, PA Sytems AV System installation and implementation
- Virtualization: Hyper- V and VMware
- Project management, client relations, and end-user assistance
- Monitoring configurations, handling incidents, and installation
- System upgrading, root cause analysis, and troubleshooting
- Teamwork, communication, and leadership

## Projects Undertaken: -

1. Sales Management System: designed to automate store transactions for DENOVO LIMITED, Ranchi.
   Utilized Technologies: Visual Basic 6.0 for the front end and Oracle 8i for the back end
   Function: Six-person team led by Mr. Shekhar Kumar Lal.
2. Engineers and Contractors: SINGH & SONS, Ranchi, computerized operations.
   Under the direction of Central Coal Field Limited's Mr. B.K. Choudhary.

## IT Infrastructure: -

I was responsible for setting up and maintaining the full IT system of a hospital from the ground up. My day-to-day work included everything from planning cable routes to solving network issues and helping staff with their IT problems. **(SRL DIAGNOSTICS, SAMFORD HOSPITAL PVT. LTD. TATA CANCER CARE FOUNDATIONS, ITSA HOSPITALS)**

- Worked floor by floor to plan and install LAN, CCTV, nurse call system, IP phones, and PA speaker points. I made sure cables were laid properly as per the building design and future use.
- Walked through all departments to decide the best spots for Wi-Fi routers so there were no dead zones. Made sure every area, including wards and waiting zones, had strong signal.
- Helped set up the central server room with proper racks, cooling, backup power (UPS), fire safety , and biometric entry for safety and control.
- Installed switches on each floor and made sure each department had its own secure and fast network using VLANs. Connected all floors using fiber cables to the main switch in the server room.
- Configured internet rules using a firewall, controlled who could access what, and set up filters and security for safe usage.
- Tagged and listed every device (CCTV, nurse call, LAN port, etc.) for easy tracking. Made and updated network diagrams, asset records, and backup schedules.
- Talked regularly with vendors to place IT orders, checked deliveries, and ensured all systems were installed on time and worked properly.
- Supported the setup and running of hospital systems like HIS, LIS, PACS, RIS, and also connected machines in the lab to the network. Made sure doctors and staff could use them smoothly.
- Gave basic IT training to hospital staff and doctors, and helped them with day-to-day issues like login problems, slow systems, or network trouble.
- Regularly checked that backups were happening, antivirus was up to date, and systems were working without any downtime.

## IT Software (HIMS/EMR, LIS, RIS, PACS-( HL7), HRMS etc.):-

Worked closely with hospital teams to roll out and support different digital systems that made day-to-day work easier for doctors, nurses, and administrative staff. **(SRL DIAGNOSTICS, SAMFORD HOSPITAL PVT. LTD. TATA CANCER CARE FOUNDATIONS, ITSA HOSPITALS)**

- Helped set up and customize the **Hospital Information Management System (HIMS)** to match how different departments actually function—OPD, IPD, pharmacy, billing, lab, and radiology.
- Integrated **LIS, PACS** and **RIS (HL7**) so that radiology images and reports were automatically linked and available in one place—reducing paper use and saving time for clinicians.
- Configured **LIS** with lab teams so they could manage samples, reports, and lab data without manual errors or delays.
- Connected bedside monitors and alerts into the **Nurse Call System (NCS)** and **Central Monitoring System (CMS)** to improve how nurses respond to patient needs in real time.
- Linked **biometric attendance systems** with **HRMS** to simplify staff time tracking, manage duty rosters, and support payroll processes.
- Personally supported staff during system rollouts—trained them, answered questions, and solved small issues before they became big ones.
- Made sure every department was involved during implementation—took feedback, adjusted setups, and ensured each system made their job easier, not harder.
- Focused on smooth **change management** by building trust with users, working alongside them, and showing the actual benefits of moving from manual to digital work.
- Remained hands-on post go-live—resolving access issues, adjusting user roles, and staying in touch with software vendors for technical support or updates.
- The goal was always simple: to make the hospital run better by making systems that actually helped people—not just installing software and walking away.
- **HL7 Integration** -The main responsibility is to design, build, test, deploy, and maintain healthcare system interfaces using HL7 standards and an integration engine.
- Ensure smooth and secure data exchange between Hospital Information Systems (HIS), Laboratory Information Systems (LIS), Radiology Information Systems (RIS), EMR/EHR, billing, and other healthcare applications & HRMS.
- HL7 interfaces or adapt existing ones to connect various clinical systems.
- Configure message routing, mapping, and transformation using Rhapsody's tools and protocols.
- Monitor live interfaces for message flow and errors.
- Perform end-to-end testing with stakeholders to ensure messages are accurate and compliant with HL7 standards.
- Document test cases, results, and changes clearly.
- Work closely with clinical, technical, and vendor teams to gather integration requirements.
- Train internal IT staff on monitoring and basic issue handling if needed.
- Ensure interfaces comply with healthcare data privacy and security standards
- Maintain clear documentation of interface specifications, workflows, and changes.
- Use Rhapsody's monitoring tools to check throughput, message queues, and logs.
- Optimize and fine-tune interface performance as hospital needs grow or change.

**Key Skill:-**

End-user Support, Client Relationship. Project Management, configuration Monitoring. Incident Management Problem Solving. Handling Escalation Call. Find the root cause of Issue.
Troubleshoot, diagnose and resolve problems. With business application. Systems Up gradation Leadership, Communications. Windows Server 2003R2 /Windows Server 2008R2/Windows Server 2012R2

**Work Experiences: -**

1. **ITSA Hospitals (From July 2024): Manager – IT: -**
   Handled of IT operations with a focus on hospital systems, staff support, and day-to-day digital needs. Made sure technology worked smoothly for doctors, nurses, and administrative teams while keeping everything connected and secure.

- Took charge of hospital IT infrastructure, including software, networks, telecom, and system support to keep operations running 24/7.
- Looked after key hospital systems like **HMIS, Pathology, Radiology, HRMS, NCS, and CMS**, ensuring they functioned properly and were up to date.
- Planned and carried out system upgrades, updates, and new deployments. Worked with users to explain changes clearly and gave proper access based on their roles.
- Provided hands-on help when software issues came up, troubleshooting problems directly and making sure systems were back up quickly to avoid any delays in patient care.
- Worked closely with hospital staff and vendors to find the root of recurring system errors and fixed them at the source, not just the surface.
- Acted as a bridge between technical teams and non-technical users. Made sure technical solutions were explained in a way everyone could understand.
- Kept systems running reliably by making sure all software and hardware were in sync—across departments, floors, and teams.
- Conducted regular, practical training for staff to improve confidence and efficiency with hospital systems.
- Managed who had access to what—activating, modifying, or removing access according to policy and role changes.
- Coordinated directly with software vendors to ensure data safety and compliance during system updates and improvements.
- Collaborated with department heads to understand their challenges and made changes to the software setup or workflow to make things easier for them.
- Helped design useful dashboards and reports that gave management a clear view of hospital operations in real time.
- Reviewed system usage and highlighted gaps or bottlenecks, then worked with vendors to fine-tune the system or process.
- Suggested better software tools when needed—focusing on how they could improve patient services or make operations smoother.
- Managed local servers, LAN setups, telecom lines, and Wi-Fi, keeping the entire infrastructure healthy and stable.
- Maintained detailed records of all support requests and system issues, which helped track patterns and improve response time over time.
- Studied the types of support tickets raised, found repeating issues, and worked on long-term fixes to improve service and reduce downtime.
- Acted as a single point of contact for both infrastructure issues and software-related problems, speeding up resolution time.
- Collected feedback from hospital users regularly and used it to make the IT systems more user-friendly and useful.
- Ensured uninterrupted connectivity and availability of all key IT services—network access, intercom/IP-PBX, internal portals, etc.
- Understood that not every technical issue needs the same solution; prioritized and handled each based on urgency and impact.
- Created simple, easy-to-understand reports and evaluations for management and vendors—whether technical or not.
- Made sure all hospital systems worked together smoothly, with no disconnect between departments or functions.

**2. Manager, Unit IT Applications, Tata Cancer Care Foundation (July 2023–June 2024)**

Worked closely with hospital teams to keep all IT systems up and running, making sure everything—from the main software to the network—supported everyday work in patient care, admin, and diagnostics.

- Managed hospital IT systems including patient software (HMIS/EMR), diagnostics (PACS, radiology, pathology, radiotherapy), and internal tools like CMS, NCS, and HRMS.
- Took care of regular updates, patches, and upgrades for all major applications to keep them secure and running smoothly.
- Trained hospital staff—doctors, nurses, and admin—on how to use new tools or software changes, and supported them during the transition.
- Provided daily support when something wasn't working—solved software and system issues quickly so there was little to no downtime.
- Looked into problems in-depth when they repeated, found the real cause, and made long-term fixes instead of just temporary workarounds.
- Helped simplify technical details so that non-IT staff could understand how systems worked and how to use them effectively.
- Made sure hospital applications were connected properly—so data flowed smoothly between departments, systems didn't clash, and nothing got delayed.
- Handled user access: gave permissions to new users, made changes for transfers, and removed accounts for people who left—keeping data safe.
- Coordinated with software vendors to plan updates and changes, while making sure hospital data remained in our control and nothing broke during upgrades.
- Worked with different departments to understand their struggles with software, then adjusted workflows or settings to make their work easier.
- Helped create simple dashboards for hospital management so they could track key information like patient load, services, and reports in real time.
- Checked how systems were being used, spotted slow or inefficient steps, and worked with vendors to make improvements.
- Suggested new tools or systems only when they clearly added value to daily work or patient care—not just for the sake of technology.
- Maintained the server room, configured network devices, and kept telecom lines and LAN connections stable across all hospital blocks.
- Logged every incident and request properly—followed up to make sure nothing was missed and that solutions were working.
- Analyzed helpdesk logs to spot common issues and worked proactively to prevent them from repeating.
- Communicated regularly with vendors to ensure they fixed technical issues quickly and didn't leave staff hanging.
- Gathered honest feedback from users and used it to improve both the systems and the support experience.
- Ensured key systems like IPPBX, LAN, Wi-Fi (AP Systems), and network switches were always online—critical for uninterrupted services.
- Handled technical faults and internal change requests differently, depending on how urgent and impactful they were.
- Prepared reports and summaries that both technical and non-technical hospital leaders could easily understand.
- Took full responsibility for keeping hospital IT systems working together as one connected, stable ecosystem.

3. **Manager- IT, Samford Hospital Pvt. Ltd (July 2018–June 2023)**
   I've been responsible for building, managing, and supporting the entire IT setup in hospital environments—making sure that systems work as expected, data stays secure, and staff get the support they need to do their jobs efficiently.

- Rolled out and managed hospital systems like **HIS/EMR, LIS, RIS, HRMS**, and **LMS**, tailoring each one to match actual work habits across departments.

- Set up IT infrastructure for hospitals from the ground up—network cabling, internet links, Wi-Fi coverage, VPNs, phone systems (IPPBX), and secure remote access for multi-location use.
- Put strong security in place—firewalls, antivirus software, and DLP tools—to keep patient records and internal data safe from leaks or threats.
- Modified and customized hospital applications to better fit the real clinical and administrative workflows, reducing confusion and increasing adoption.
- Standardized file handling and document tracking using **Document Management Systems**, helping teams maintain proper records and workflows.
- Managed everything from basic user desktops to critical hospital servers—installations, updates, system checks, and problem-solving.
- Wrote practical IT policies for backup, recovery, access control, and system use, so everyone had a clear set of rules to follow.
- Guided internal IT teams, shared technical knowledge, and made sure issues were solved quickly and properly.
- Reviewed system performance regularly—offered suggestions to cut down costs, improve speed, and avoid future breakdowns.
- Handled all support requests and tickets—made sure staff got help fast, whether it was login issues, printing errors, or full system downtimes.
- Trained doctors, nurses, admin teams, and others during and after new system rollouts—keeping it simple and useful.
- Managed full HIMS/EMR deployment, including system setup, data input, permissions, training, and post-launch support.
- Ran testing sessions for system upgrades and tracked how changes affected staff, ensuring a smooth go-live every time.
- Managed issue tracking and bug resolution—worked closely with software vendors to fix glitches and make systems more stable.
- Took care of IT assets—handled hardware purchase, license renewals, tagging, and AMC/warranty coordination.
- Maintained both **Windows and Linux systems**, ensuring they were up-to-date and secure.
- Monitored systems and applications to make sure performance targets were being met and users weren't facing slowdowns.
- Designed networks that could grow and adapt—helping both local and remote teams stay connected without frequent breakdowns.
- Proposed new tech solutions only when they actually added value—saving time, improving care, or making work easier for staff.
- Documented all policies and reports clearly so that leadership teams could understand the IT picture without needing technical expertise.
- Used service logs to find patterns in system issues and applied fixes that solved problems long-term.
- Treated every support request seriously—whether it was a technical failure or a process improvement idea—and made sure it was resolved or escalated properly.
- Made it a point to explain technical solutions in a language hospital teams understood, so everyone could confidently use the tools provided.
- Ensured that all systems across departments talked to each other—so clinical, diagnostic, and admin operations ran smoothly every day.

**4. Officer- IT, SRL Diagnostics (August 2009–July 2018)**

Worked directly on the ground to make sure the hospital's IT systems were always available, secure, and aligned with daily operations—whether clinical, diagnostic, or administrative.

- Set up and managed systems like **LIS**, **LMS**, **SAP** and other hospital apps, making sure they worked smoothly for labs, training teams, and clinical staff.

- Installed and maintained network and communication systems for both single and multi-location hospital setups—covering Wi-Fi, LAN, phones, and internet.
- Ensured data was safe by using security tools like firewalls, antivirus software, and tools to prevent sensitive data from leaking or being misused.
- Led IT upgrade projects, including network improvements and software deployments, and tracked how they helped speed up hospital processes.
- Customized lab software and diagnostic tools to match how technicians and doctors actually work—resulting in faster reporting and fewer errors.
- Reviewed system usage, audited performance, and made practical improvements to match real-time hospital needs.
- Supported NABL audits and other inspections by keeping systems and documentation in good order and compliant with required standards.
- Supervised day-to-day IT support teams, shared responsibilities, and made sure their work helped departments run without delay.
- Created clear IT policies covering backup, user access, recovery plans, and data protection—so systems stayed safe and usable at all times.
- Regularly checked system usage and performance, fixed issues, and helped reduce costs while improving system speed and reliability.
- Kept all technical SOPs updated and made documentation easy for support teams to follow.
- Took care of routine hardware and software tasks, like setting up desktops/laptops, fixing printer issues, and managing network settings.
- Handled daily IT tasks like creating user accounts, fixing access issues, and ensuring everything from emails to servers ran without downtime.
- Provided support directly to hospital staff—troubleshooting devices, networks, or application errors quickly and clearly.
- Helped teams learn new systems and features through direct training and support, making sure new tools were actually used properly.
- Assisted with updates and patches without disrupting ongoing work—tested after every update to make sure everything worked as expected.
- Managed IT support tickets and helpdesk logs, ensured problems were resolved, and followed up on unresolved issues.
- Investigated repeating issues, found the root cause, and applied fixes that actually prevented them from happening again.
- Brought in new tools and technologies where needed—only when they added value to operations or patient care.
- Managed email systems and domains, ensuring reliable communication and access for all users.
- Made sure the hospital followed IT and data security standards, especially for patient-related systems and diagnostics.
- Identified system risks, created backup plans, and ensured quick recovery options were ready in case of outages.
- Reviewed IT investments carefully—suggested cost-effective tools that helped improve speed, service, or staff workload.
- Managed daily backups and data recovery plans to make sure no data was lost and work could resume quickly after any issue.

**Strengths:-**

- **Team Leadership:** Comfortable guiding teams, sharing responsibility, and keeping projects on track until completion.
- **Hands-On Technical Skills:** Experienced with networks, hardware setups, hospital software, and system troubleshooting.

- **Quick Problem-Solver:** Able to look into issues, find what's causing them, and fix things without wasting time.
- **Flexible with Technology:** Open to learning and using new tools or systems as needed, without delay.
- **Clear Communicator:** Can explain technical things in simple terms—whether it's for a doctor, nurse, admin, or vendor.
- **Detail-Focused:** Careful with processes, documentation, and system checks to avoid mistakes and keep things running right.
- **Good with Time:** Can handle multiple tasks, switch between them when needed, and still meet all deadlines.
- **Strong Team Player:** Works well with people from different departments and backgrounds to get things done.
- **User-Focused:** Always tries to make systems easier to use and ensures users get the support they need.

**Expertise**

- Team Leadership
- Technical Development as per requirements
- Network and Systems Security
- Policy Planning and Implementation
- Cost Analysis
- Risk Assessment and Impact Analysis
- Data Integrity and Recovery
- Domain Maintained for website and email
- Regulatory Compliance

**Personal Details:-**

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|---|---|---|
| ➢ Name | : | Rajeev Kumar Singh |
| ➢ Father's Name | : | Ramayan Singh |
| ➢ Date of Birth | : | 3rd March 1982 |
| ➢ Sex | : | Male |
| ➢ Marital Status | : | Single |
| ➢ Nationality | : | Indian |

**Declarations:-**

I hereby declare that above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

**Place: -Ranchi**

**Date**: -…….

**Rajeev Kumar Singh**