



## **HARICHANDRAN NAIR. K**

**Mobile: +91 9941414397**

**Head- IT & Process Improvement in Indian Operations**

**Prince Aly Khan Hospital Mumbai under Aga Khan foundation Geneva, Switzerland**

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### **Position Summary**

The Director-IT/CIO/GM IT/CTO/Head-IT & Hospital Operations and **Healthcare & Large Education Industry like Medical College / Nursing college / College of Health sciences / PHARMA college** shall contribute toward business strategy and will be responsible for the complete paperless **IT Digital Transformation & Process Automation** and change Management, development, and Process Improvement of the Hospital Technology & operations. The IT related technology systems like Artificial intelligent (AI), machine learning, Tele communication system DR Backup with cloud solution for business continuity and Online OPD consultation by Telemedicine technology and services for all business functions of the Organization and IT Budgeting & IT Auditing Interfacing of Finance / HR System and & Laboratory Interfacing (LIS). Will be responsible to devise company's IT strategy and ensure that all systems necessary to support its operations and objectives are in place.

### **Primary Responsibilities**

- Provided technology vision and direction for the following Healthcare enterprises.
  1. **The Prince Aly Khan Hospital, Mumbai**
  2. **The Madras Medical Mission, Chennai**
  3. **College of Nursing College, Nonlumar**
  4. **College of Health Science, Chennai**
  5. **Pondicherry Institute of Medical College, Large education Centre for Medical Pondicherry**
  6. **Pondicherry Institute of Hospitals, Pondicherry**
  7. **The Madras Medical Mission Clinics, Kilpauk**
- IT Infra, IT Security, Frame work, WFH tools, CRM, Remote Infra, Security protocol, centralize monitoring, Data Security, Setting up the new offices / connectivity etc....
- VMWare 5 /Hyper V, IT Security, Data protection, Cloud, Mobile technology, Citrix & Meta frame.
- Overseeing the development of enterprise Healthcare Operations, technology standards, governance processes and performance metrics to ensure IT delivers value to the enterprise. Large team Management-Operations, finance & Medical services. Good communication and green field project exp.

- Management of very large enterprise **ERP & HIMS** like **Backbone / Wipro / Tiotech / Kranium etc.....!** with **EMR & PACS**, and Telecom communication & Communication system and other Technologies & Spearheading HiMSS EMR adaptability.
- Plan the implementation of new technology/systems and provide guidance to IT team and other staff within the organization.
- Driving development of the Healthcare technology architecture and selection and deployment of the required IT infrastructure and Tools.
- Overseeing the effective delivery of IT operations and production support, system and database administration, network operations, end-devices support.
- DR Backup in cloud technology
- Implement and have in placed all required information security tools.
- Monitoring risk evaluation and compliance management processes.
- Implementing IT continuous-improvement programs within enterprise guidelines.
- Identifying and implementing best practices for optimizing infrastructure and operations costs, improving system performance, and ensuring service-level requirements are met.
- Facilitating communication across IT Team, users and customers.
- Participating in the contract's negotiations with vendors
- Formulating IT policies, procedures, and performance management processes.
- Preparation, review and consolidation of IT business plans and budgets.
- Regularly reviewing IT costs and cost structures for IT services and products.
- Participate in IT workforce management, including sourcing, training and development of staff.
- Performing other duties as directed from time to time as per business needs.

## CAREER RECORD



Nov 8<sup>th</sup>2019 -Dec-2020 with **PRINCE ALY KHAN HOSPITAL, MUMBAI** as **Head – IT & Process Improvement.**

Feb25<sup>th</sup>2013 –Mar-2019 with **The Madras Medical Mission Hospital, Chennai** as **Head -IT**



May'11- Aug'12 with Chip Computers as **Sr.IT Consultant, Kerala**

Feb'03 –April'11 with **Asianet Satellite Communications Ltd.** as **Head – IT**



Jul'02 – Dec'02 with Jay Info Systems (P) Ltd., Trivandrum, Kerala as **Head Technical Operation**

Jul'01 – Jul'02 with Software Fusions Ltd., **Dammam, KSA** as **Oracle DBA**

Nov'00 – Jul'01 with Sprint Technology Ltd., Trivandrum, Kerala as **Sr. Software Executive**

May'99 – Aug'00 with Bitech Ltd., Chennai as **Software Executive**

Apr'91 – May'99 with Soft Quest, Trivandrum, Kerala as **Sr. Programmer cum Analyst**

## Experience

- ✓ 30 + years in IT function of an enterprise including last 16 to 17 years of leadership responsibilities, including rich experience in healthcare technologies and Telecom in senior level management.
- ✓ At least Eight or more years in telecom and product industry, managing multiple, large, cross-functional teams or projects, and influencing senior-level management and key stakeholders
- ✓ Experience of ERP / HIS / PACS / EMR / LIS interfacing / Intercom / Bio Matrix & access control / Firewall / Email/ MPLS point to point / Linux server(s)/ Windows implementation and operating such system in multiple locations across the organization, Firewall / VPN / virtualization like VMWare & Hyper-V /ERP/Video conferencing / remote training / VSAT etc....
- ✓ Extensive experience in managing infrastructure and operations including multiple Hospitals and colleges' connectivity networks, data storage, Data centers / Data Security / servers etc.
- ✓ Understanding and Implementation of various security Tools and Systems for healthcare data security
- ✓ Implementation of automation in healthcare operations by integrating machines with IT systems
- ✓ Developing IT infrastructures support for efficient supply chain management in a complex product oriented / Telecom/ Healthcare set up.

## Knowledge/Skills

- Strong leadership capability and execution in the areas of responsibility.
- Extensive knowledge of infrastructure planning and operations, design, and deployment as well as system life cycle management
- Expertise in budget planning, financial management and resource management
- Broad knowledge of current and emerging technologies, technology directions and strategic application to business need
- Strong business acumen and business planning skills
- Project management skills, including the ability to effectively deploy resources and manage multiple projects of diverse scopes in a cross-functional environment
- Ability to improve operational efficiency, service delivery and information management across all lines of business and technology platforms
- Excellent oral and written communication skills, including the ability to explain technology solutions in business terms, establish rapport and persuade others

## Previous Organization:

### **The Madras Medical Mission Hospital & PIMS Medical College and Hospital**



Position : **Head of IT & Communication.**

Present Location : Chennai

Healthcare Operations , IT Infrastructure, Data Centre Management , Planning, Annual Budgeting, Vendor Management , IT Asset Management , **DATA** Center management and Operation & Technical Support & **HIS** Implementation Laboratory interfacing (**LIS**) integration , **PACS & EMR** , Lease line connectivity , Planning, System Admin / Network Management / End user support / Network connectivity of the branches , Annual Budgeting, Vendor Coordination, Technical Support , new Implementation, Communication system(EPBAX), CCTV, AUDIO, VIDEO conferencing / IP telephonic / remote training , Intercom / Bio Matrix & access control / Firewall / Email/ MPLS point to point / Linux servers/ Windows ,

public addressing system(PA) etc....., Communication system [ Land line / Lease line & Mobile ], IT related Hardware & Software purchase ,Networking LAN & WAN and Access control, virtualization / private cloud management and **BTS** [Base Transceiver Station] implementation for mobile signal .Coordination with TOP level Management for cost effective implementation strategy / reporting etc.....!

**Previous Organization:**

Chip Computers, Trivandrum, Kerala

Industry Type : Leading end to end IT solution provider in Kerala which specializes in IT infrastructure, software Development, security, data center, Service & Support, Virtualization.

Role : **Sr. Consultant – IT**

Duration : 2011 to 2012

Responsibilities : IT Consulting

**Previous Organization:**

**Asianet Satellite Communications Ltd**, Kerala, India.



ASIANET is the India's first Private TV Channel and third largest ISP provider and Cable network in India.

Role : Sr. Manager-IT & Systems (**Head – IT**)

Industry Type : **Media / ISP / Cable Service / Cable over Internet**

Duration : 2003 – 2011

Team Size : 22

**Scope:** The work involved in the following tasks

- Giving right advice to the Management
- Management of In-house ERP and development, VIDEO conferencing / IP telephonic / remote training /Vendor Management and negotiation of purchase
- Data center Management
- IT Asset Management
- Involvement of IT related purchase and selection of right equipment(s)
- Annual budgeting and cost-effective management
- Leading the team & Motivation
- Selection of right technical people
- Maintain the very healthy professional relationship with all depts.
- Initiative of new implementation etc.....
  - Holds the distinction of setting up the IT Dept. from scratch in the company
  - Played a pivotal role in revamping all decentralized activities into centralized one
  - Set up a centralized Data Center
- Pre-sales & Marketing
  - Managing Data center
  - Virtualization & cloud management
  - Interaction with Management for new implementation/requirements/work status
  - Daily MIS report for Top Management

- Customer relationship management & Support [ CRM]
- Oracle Database trouble shooting/backup & Recovery configurations etc.
- Implemented IT Infrastructures across Kerala (100 branch offices) includes LAN/WAN office IT infrastructure & Implemented a Virtualization in Data center
  - All branch offices connected with Data center at Corporate office
  - Providing service and support for 1500 Desktops & 500 printers and other IT infrastructure like LAN /WAN, software/Hardware issues across Kerala.
  - Implemented online transaction of all business activities at centralized location [Head office]
  - Implemented a centralized Firewall & VPN server for all branch office connectivity
  - All database servers connected behind the firewall for data security & Centralized data access
  - Implemented a VPN network to connect the Enterprise Corporate Network without violating the corporate security policies granting them. For this, a secure (IPSEC) tunnel has been established between edge Firewalls to allow a secured connectivity to the Enterprise Network.
  - Data is transmitted in the encrypted format, so data cannot be hacked by others
  - Implemented a database backup in the centralized location [Head office]
  - Implemented a Centralized Firewall for controlling the internet access of the officials
  - Implemented a centralized FTP server for Desktop data backup / File transfer
  - Implemented a system to provide a centralized IT support for all branch office
  - Implemented a centralized Interactive Voice Response (IVR) in Customer Care Dept
  - Managing Asset Management and carried out audit of IT assets and provided proper asset IDs.
  - Implemented a separate Network for Head office & VPN network for Remote connectivity
  - Implemented a centralized antivirus updating
  - Motivating software development team
  - Implemented ERP for company's in-house operation

### **Education**

Master's degree in computer science, information systems [ MBA – IT]

### **PROFESSIONAL SNAPSHOT**

⇒ A result oriented professional offering with more than **30 + years** of cross-cultural experience of Project Management, IT Service Delivery, Networking, IT Budgeting, Cloud management / Virtualization & MIS Management, and Systems Management, Customer Relationship Management & Support/Inventory/Data center Management, Managing Software development & Software management & up gradation, Vendor Management & co-coordinating with Annual Maintenance agency , Co-ordination of different officials in other departments, Preparation of Management reports, monitoring alert, IT infrastructure Management & Hardware Management, information analysis and knowledge updating, Data center Management ,Share point ,Virtualization, Service & Support Management ,Implementation of ERP and Hospital Management System (HMS), IT Asset Management, IT Audit ,Oracle Database Administration / Developer 2000/PHP/ JAVA , Domain Control, IT sales / Pre-sales and IT Operations, knowledge in web development, Web technology / CCTV / Windows ,C#, VB.NET, Java , ASP.NET, Java, MS SQL / ORACLE Server on Linux/ Unix using PHP technology, MySQL/ Oracle .....etc.

- ⇒ Responsible to manage day to day operations such as administrative services, human resources, operations, Pre-sales, Sales& Marketing, policies and procedures, accounts. Looking at human resources, has the responsibility of recruiting, training and selecting candidates, with the help of the human resource department of the company, may also participate in evaluating the performance or reviewing the feedback of employees. Another important role is that, communication link between the management of the company and its staff. Reviewing and monitoring the performance of the employees and directing them to the goals and targets of the company
- ⇒ Adept in project management activities including planning, design, scope management, estimation, resource administration and completion of project within specified parameters.
- ⇒ Holds the distinction of spearheading large project teams from requirements gathering to implementation.
- ⇒ Acquired significant exposure in Oracle Database Administration including installation, maintenance and administration of databases, performance tuning, database cloning for application testing, user creation/management and database security.
- ⇒ Expert resource for implementing and enhancing infrastructure across facilities in multiple nations.
- ⇒ Distinguished competence in strategic management of technical matters with distinction of launching and driving new IT initiatives and re-designing IT infrastructure.
- ⇒ Demonstrated excellence in developing strategic plans for end-to-end procurement, installation & maintenance of IT infrastructure, support and services.
- ⇒ Proven ability to introduce new technologies and leverage the untapped capabilities of legacy systems to improve efficiency and reduce costs.
- ⇒ Rich exposure in customized report of Oracle E-Business Suite in different modules.
- ⇒ Successfully developed various user-friendly interfaces including Report Generation and Screen Appearance in Arabic Language.
- ⇒ Dynamic Career with strong leadership, problem solving, planning, team building and project management skills.

### **Project Management / IT Service Delivery**

- ✦ Spearheading complete portfolio of projects including cost budgeting, planning and execution of programs.
- ✦ Providing inputs on the project strategy, budget, policies and major issue resolutions.
- ✦ Controlling the computer systems budgets and expenditures
- ✦ Monitoring project progress and outstanding issues; ensuring the quality and timeliness of the deliverables; reporting on the project's progress and escalate issues.
- ✦ Defining service standards and guidelines that serve as benchmark for excellent service delivery thereby contributing towards improved service revenue generation; obtaining sign off for delivery assurance.
- ✦ Maintaining and measuring the performance of processes in terms of efficiency and effectiveness matrix and ensuring adherence to Service Level Agreements.
- ✦ Conducting Training
- ✦ Leading, mentoring & monitoring the performance of team members to ensure efficiency in process operations and meeting of individual & group targets.
- ✦ Consultation with IT players in the market for new technology updating and recommendation of future planning
- ✦ Providing 24/7 IT support

## **ITS Operations/ IT Infrastructure Management**

- ✧ Providing technology vision and publishing techno-business plans in support of corporate objectives to grow revenue base and improve margins.
- ✧ Designing solutions that would meet or exceed functional, operational, performance, analytical, security and interoperability requirements of the organisation while minimizing technical risks in implementation.
- ✧ Handling the complete administration and management of IT infrastructure; providing data backup/restore operations according to local/global standard operating procedures and security/compliance policies.
- ✧ Driving the daily operations to ensure that the network and the infrastructure are up & running.
- ✧ Managing complete Infrastructure including Systems, Network, Security System & Server Management, Corporate Mailing System, Business Applications, etc.
- ✧ Planning & designing Local Area Networks (LANs) and Wide Area Networks (WANs) across the organization.
- ✧ Spearheading the installation, monitoring, maintenance, support, and optimization of all Network Hardware, Software and Communication Links; analysing and resolving all Network Hardware and Software problems.
- ✧ Supervising the provisioning of new servers, installation & provisioning.
- ✧ Managing Data Security & Backup and Video Conferencing System.
- ✧ Checking for exception report on the daily operational activities to ensure that all services and actions are carried out properly and authorized so as to minimize faults.

## **Database Administration**

- Managing database administration function involving: -Creation & administration of all database and objects, including tables, clusters, indexes, backup recovery, log management and lock management.
- Database tuning and performance monitoring; resolution of startup problems.
- ✧ Designing & maintaining physical databases based on requirements such as specified performance and volume.
- ✧ Implementing backups, complete recovery, ongoing support and performance tuning; controlling migration of programs, database changes and menu changes through the development life cycle.
- ✧ Analyzing, troubleshooting complex issues and implementing solution of database related problems.

## **SIGNIFICANT CONTRIBUTIONS**

- ✧ Demonstrated excellence in providing complete IT Service & support for Data Center, Networking, Infrastructure Management, Software Development and Desktop Management for more than **100** branches across state.
- ✧ Holds the distinction of setting up the IT Dept. from scratch in the company; set up a centralized Data Center.
- ✧ Played a pivotal role in revamping all decentralized activities into centralized one
- ✧ Excellent record of managing all Desktop / LAN and WAN Network related infrastructure implementation across the state.
- ✧ Successfully managed ERP Software for in-house operations; provided 24/7 customer support.
- ✧ Handled the procurement of IT assets including vendor coordination; prepared MIS for the same.
- ✧ Served as overall In-charge of ISP Billing and implemented all functional areas of ISPs.
- ✧ Provided centralized IT Support to all officials and technical advice to the sales/customer support team.
- ✧ Recruited, managed and motivated the Team of Support Engineers across Kerala.

- ✦ Carried out audit of IT assets and provided proper asset IDs; generated daily MIS Report for Top Management.
- ✦ Developed & effectuated Interactive Voice Response (IVR) in Customer Care Dept.
- ✦ Introduced AMC service for field IT support instead of recruiting manpower in Payroll.
- ✦ Successfully resolved the problem of Database Hanging and VPN client connectivity.
- ✦ Steered the implementation of separate network for Co-operate Office Network and VPN Network for remote connectivity.
- ✦ Played a key role in initiating the practice of in-house Bill Printing.
- ✦ Implementation of Virtualization.

### **TRAININGS ATTENDED**

- ✦ Management Training.
- ✦ Personality Development Program.
- ✦ Technical Training.

### **PERSONAL DOSSIER**

Date of Birth : 18<sup>th</sup> May 1969

Present Address : **Balaji Symphony , No.808, Sukapur , Panvel , Navi Mumbai**

Permanent Address : **No.39, Royal Elite , ICF colony , Ayyappakkam .PO , Chennai-77**

Language Known : English, Malayalam, Tamil & Hindi

Passport Number : G3859265

Family Status : Married [Wife and Two children]

Both sons are Engineers working with MNC(s) such as **KPMG** and **Deloitte** respectively in Bangalore,

### **International onsite Clients**

- 1. Client : Bellali Saudi Heavy Industries Ltd., Jubail, Saudi Arabia**

Duration : 2001 – 2002

Team Size : 30

Role : Oracle DBA

Platform / OS : Windows with Oracle Developer 2000

Language : Developer 2000

Scope : The project involved the following tasks:

  - Implementation of Software and IT Infrastructures.
  - Creation of Oracle Database and Table Designing.
  - Installation & Implementation of Software; setup of Server.
- 2. Client : Albarrak Shipping Company Damam, Dammam, Saudi Arabia**

Duration : 2001 – 2002

Team Size : 30



Role : Oracle DBA

Platform / OS : Windows with Oracle Developer 2000

Language : Developer 2000

Scope : The project involved the following tasks:

- Implementation of Software& IT Infrastructures.
- Creation of Oracle Database and Table Designing.
- Installation & Implementation of Software; setup of Server.

**Harichandran Nair.K**