

HARICHANDRAN NAIR K

HEAD-IT DIGITAL TRANSFORMATION & PROCESS IMPROVEMENT PROFESIONAL

RESUME OBJECTIVE



Meticulous, task driven IT Professional with almost 30+ Years of Experience in Hospitals, large Educational Industry like Medical College, Nursing college, Pharmacy college, Health science college etc..., Telecom companies, large Manufacturing industry, large shipping company, IT industries etc....

IT Director – Information Technology, Vice President (VP) – Chief Information Officer (CIO), Information Technology Head management in a leading multinational organization, contributing business value by developing and executing a strategic, long-term vision, while leading the firm to achieve measurable business results and growth, effectively managing the IT portfolio of investments.

- Initiative of new implementation, Pre- Sales & Marketing, Implementation of IT Infrastructures includes LAN/WAN office IT infrastructure & Implemented a Virtualization in Data center.
- Understanding and Implementation of various security Tools and Systems for healthcare data security.
- Developing IT infrastructures support for efficient supply chain management in a complex product oriented / Telecom/ Healthcare set up.
- Experience of ERP and IT infra in large manufacturing / shipping industries / large educational colleges and Healthcare. HIMS /PACS / EMR / CRM/ 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 /Telecom-ERP/Video conferencing / remote training / VSAT etc.
- Management and implementation of very large enterprise **ERP & HIMS** like **Backbone / Wipro / Tiotech / Kranium / Elixir with EMR & PACS.**
- IP based Telecom communication & Communication with PRI connections etc..

EXPERTISE

Project Management	IT Service Delivery	Networking
IT Budgeting	Cloud Management	Virtualization & MIS
System Management	Client Relations	Inventory Management
Software Development	Vendor Management	Data Center Management
Annual Maintenance	Coordination's	Operations & Reporting
Project Coordination	Monitoring Alerts	Large IT Infrastructures &
Information Analysis	Hardware Management	Implementation of ERP
IT Audit	Domain Control	IT Pre and Post Sales
IT Operation	Web Technology	PHP Technology

ACCOMPLISHMENTS

CONTACTS

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Permanent Address:

Chennai – South India

Present Address:

Navi Mumbai – Maharashtra

Date of Birth: 18 / 05 / 1969

Civil Status: Married, Male

SOFT SKILLS

Strong Leadership
Infrastructure Planning
Infrastructure Operations
Design & Deployment
Budget Planning
Financial Management
Resource Management
Versed with Technologies
Organizational Development
Service Delivery

IT Skills

SharePoint
ERP & IT infra and data security
Hospital Management System
Oracle Database Administration
Developer 2000/PHP/JAVA
CCTV/Window/C#/VB.NET
ASP.NET/MS SQL/ORACLE Service
Linux/Unix

EDUCATION

MBA-IT

(Computer Science, Information Systems)

LANGUAGES KNOWN

English, Hindi, Tamil, Malayalam

PASSPORT DETAIL

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- Provided Healthcare Technology vision and direction for the following Large **Large Healthcare enterprises like**

The Prince Aly Khan Hospital, Mumbai & Hyderabad Indian operations

The Madras Medical Mission Hospital, Chennai,

College of Nursing College, Chennai,

College of Health Science, Chennai,

Pondicherry Institute of Medical College,

Pondicherry Institute of Hospital, Pondicherry,

The Madras Medical Mission Clinics, Chennai

Freelance Digital Transformation consultant in various larger hospitals in India

- 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.
- 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.
- Implemented a database backup in the centralized location [Head office], Centralized Firewall for controlling the internet access of the officials, centralized FTP server for Desktop data backup / File transfer, system to provide a centralized IT support for all branch office, centralized Interactive Voice Response (IVR) in Customer Care Department, centralized Firewall & VPN server for all branch office connectivity
- Implementation of automation in healthcare operations by integrating machines with IT systems

KEY AREAS

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.
- 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

IT 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.

WORK HISTORY

Freelance Technology Consultant in various large hospitals

Head-IT & Process Improvement, Prince Aly Khan Hospital, Mumbai

Head-IT, The Madras Medical Mission Hospital, Chennai

Sr.IT Construction, Chip Computers, Kerala

Head-IT, Asianet Satellite Communications Ltd

Head Technical Operation, Jay Info Systems Pvt Ltd, Kerala

Oracle DBA, Software Fusions Ltd, Dammam, KSA

Sr. Software Executive, Sprint Technology Ltd, Kerala

Software Executive, Bitech Ltd, Chennai

Sr. Programmer / Analyst, Soft Quest, Kerala

JANUARY 2021 – Till date

NOVEMBER 2019 – DECEMBER 2020

FEBRUARY 2013 – MARCH 2019

MAY 2011 – AUGUST 2012

FEBRUARY 2003 – APRIL 2011

JULY 2002 – DECEMBER 2002

JULY 2001 – JULY 2002

NOVEMBER 2000 – JULY 2001

MAY 1999 – AUGUST 2000

APRIL 1991 – MAY 1999

WORK HISTORY – INTERNATIONAL CLIENTS [Large manufacturing & Shipping company]

Oracle DBA, Bellali Saudi Heavy Industries Ltd, Jubail, Saudi Arabia

2001 - 2002

Oracle DBA, Albararak Shipping Company Dammam, Saudia Arabia

2001 - 2002

Team Size: 30

Platform / OS: Windows & Linux with Oracle Developer 2000

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.

DUTIES & RESPONSIBILITES

- 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.
- 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.

- 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 / Tiatech / 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 and 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.
- Managed Service Desk, Network Operations Centre, and Infrastructure teams, supporting infrastructure and applications.
- Implemented and staffed 24 x 7 Network Operations Centre, responsible for monitoring, maintaining and supporting production systems and services.
- Partnered with stakeholders and senior leadership to create a strategic vision for IT growth in the company and act as an agent for positive change.
- Provided leadership in IT strategy, operations, security, innovation, and efficiency improvement.
- Developed budget estimates and manages IT projects.
- Provided IT operations installation, support, and expertise for XMS office which includes all network connectivity, server operations, and desktop operations.
- Responsible for IT operations support for all production systems which includes, but is not limited to Active Directory, Web services, Application services, and Database services.
- Utilized tools to proactively maintain a secure computing environment both internally and externally.
- Provided overall management and leadership for technology strategic planning.
- Met existing contract performance, and participated in new business development strategies.
- Implemented an information and data integrity team, including data centres, production scheduling functions, help desk, communications networks (voice and data), automation systems, Internet portal, intranet, computer hardware/software development, computer systems operations, and disaster recovery plan
- Achieved precise budget forecasting and set the prototype for opening additional locations within a similar time frame and within budget.
- Managed complete IT Operations (Data Centre, Telecomm, Video Conf., Infrastructure, general IT operations, and Facilities).

DECLARATION

I hereby declare that the above particulars of facts and information stated are true, correct and complete to the best of my belief and knowledge

Regards

Harichandran Nair K