Dickens Francis

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Professional Summary

Innovative software (HIMS/EMR) Implementation Specialist, skilled at enhancing and optimizing business processes to ensure growth and success. Experienced with analyzing internal workflow process to identify areas of enhancement, develop and implement business plans and assigning business requirements. Specialized in Health care domain with more than 13 years of successful experience in healthcare software (HIMS/EMR) Implementation in Hospitals, Day surgical centers, Poly clinics, Medical Laboratories, Radiology centers and Pharmacies.

Accomplishments

- Completed the Moorfeilds Eye Hospital Project (A Group of NHS London) on time and $ 500000 under budget.

- Achieve 40 plus clients software implementation within five years of time, on behalf of Sapiens HIMS/EHR & Intuit Micro Technology SIMPLEX HIMES, with accuracy and efficiency.

- Won Company Award for ''Best Technical inputs and support for Indian Academics for Pediatrics (IAP) - on behalf of Dr. Sunny Healthcare Group - Sharjah.

Skills

Data Review	Expense Reports
Managing Multiple Projects	Sales and Marketing
Budget Development and Adherence	Budget Preparation
Veeam Backup Infrastructure	Project Deadlines
Disaster Recovery Methodologies	Team Bonding
Workforce Scheduling	Project Planning
Forecasting	Testing
Client Relations	Project Management
Cross-Functional Collaboration	Project Goals and Milestones
Project Scope Analysis	

Work History

02/2022 - 04/2023
Project Manager
Intuit Micro Technology LLC - SIMPLEX HIMES (HIMS/EMR), Dubai

- Managing Pre-Sales clients demos and end to end implementation on client site handling team management.

- Manage day to day activity and tasks of project team at customer sites.

- Review and correct project deliverable documents and obtain approval from customer as needed.

- Provide regular reviews and reporting of progress against plan and budget.

- Maintenance of project and management changes of plan where necessary.

- Manage and review each project's issue and risk logs and follow any escalation process through agreed channels where necessary.

- Manage communication between all team and clients in each project.

- Implementation is going on HIMS/ERP.

- Managing all interface activities between healthcare solutions such as PACS, ERP, HIS, Queue Management, Lab Analyzer and EPABX (Avaya) etc.

Projects Handling:

- Completed CIMS – Intuit Micro Technology SIMPLEX HIMES - Health line One Day Surgery Center Group | Abu Dhabi.

- Completed CIMS – Intuit Micro Technology SIMPLEX HIMES - Gealan Hospital | Sharjah.

- Completed CIMS – Intuit Micro Technology SIMPLEX HIMES - Dr Faiez Ghanam Clinic.

02/2018 - 03/2022
Sr. Software Consultant/Software Implementation Specialist
Sapiens HIMS / EHR, **Dubai**

- Responsible for Project planning, Business Analysis, Defining Customer workflows, Identify solutions for EMR.

- Led BA team for Requirement gathering to develop new modules for Ophthalmology EMR.

- Provides technical expertise in identifying, evaluating, and configuring systems and procedures that meet user requirements.

- Working with end users to optimize workflow for efficient usage of system.

- Participates in Analysis, Planning, Design, Development, and Implementation of Credence HIMS and its and Revenue Cycle Management Modules.

- Conducting daily stand up for status of development and backlog analysis.

- Providing support with system wide issue resolution, testing, and ongoing continuing functionality testing.

- Track progress of projects, conduct meeting with Stakeholders.

- Led End user training and User acceptance testing.

- Led Validation Post Implementation and update Stakeholders.

- Addressing functional and technical issues and guided end-users through resolution.

- Maintaining effective customer relationships and identified future business opportunities to support and strengthen corporation mission.

Projects Handling:

- Completed CIMS – Sapiens HIMES/EHR, My SQL Enterprise Edition 2012 at Moorfields Eye Hospital UAE (Group of NHS London).

- Completed CIMS – Sapiens HIMES/EHR, My SQL Enterprise Edition 2012, Emirates Healthcare Group (NMC Healthcare UAE).

- Completed CIMS – Sapiens HIMES/EHR, My SQL Enterprise Edition 2012, Circle Care Healthcare.

- Completed CIMS – Sapiens HIMES/EHR, My SQL Enterprise Edition 2012, MySmile Group.

- Completed CIMS – Sapiens HIMES/EHR, My SQL Enterprise Edition 2012, Vida Healthcare.

- Completed CIMS – Sapiens HIMES/EHR, My SQL Enterprise Edition 2012, MVR Cancer Centre Dubai.

- Completed CIMS – Sapiens HIMES/EHR, My SQL Enterprise Edition 2012, Genesis Clinic Dubai Science Park.

- Completed CIMS – Sapiens HIMES/EHR, My SQL Enterprise Edition 2012, Vasan Eye Care Group.

- Completed CIMS – Sapiens HIMES/EHR, My SQL Enterprise Edition 2012, Quironsalud Dubai - Eye Specialist Dubai.

02/2015 - 01/2018
Software Implementation Specialist
NMC Healthcare Group, **Dubai**

- HIS Implementation and End Users Training.

- LIS Implementation.

- RIS Implementation.

- Eclaim System Implementation (Submission, Re-submission, and Allocation).

- Lab Analyzer Integration.

- PACS integration with HL7.eRx Implementation (Integration with DHPO).

- DRG Shadow billing process implementation.

- e-authorization analysis and implementation.

- Requirement Analysis and feasibility study.

- Scope preparation.

- Specialty Wise Templates creation using HTML, CSS and JQuery.

- Functional Support to End Users.

- Analysis of New Enhancement in Application.

- Root Cause Analysis of Various Issues in Application.

- Verifying changes through Application Testing, DB Testing.

- Preparation of Master database according to requirement of client.
- User Acceptance test & Project Documentation.

05/2010 - 01/2015
System Analyst Team Lead
Dr. Sunny Healthcare Group, **Sharjah**

- Install, configure and maintain functionality of company desktop systems, together with peripheral appendages and software. Keep in constant touch with vendors to resolve problems as quickly and efficiently as possible. Providing computer system support for both staff and customers. Run regular checks, tests, and tracking procedures to prevent or identify problems. Instructing employees on extending life of computer system through proper use. Perform routine maintenance on all user accounts, data files, etc. Install or advise to install of upgrades to prevent malfunctioning.

Education

05/2009   **Bachelor of Science**, **Computer Science**, *Annamalai University*, Thamil Nadu

Languages

English
Advanced (C1)

Hindi
Upper intermediate (B2)

Tamil
Upper intermediate (B2)

Malayalam
Bilingual or Proficient (C2)