

VIVEK RANA

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CAREER OBJECTIVE

To utilize my technical and management skills for achieving the target and developing the best performance in healthcare IT. I would like to implement my innovative ideas, skills and creativity for accomplishing the projects.

EDUCATION

| Examination | Board/ University | Percentage | Year of Passing |
|------------------------------|---|------------|-----------------|
| Bachelor of Technology (CSE) | Chandigarh Group of Colleges (PTU, Jalandhar) | 76% | 2016 |
| Diploma | Govt. Polytechnic college Khunimajra, Mohali (PTU, Jalandhar) | 74% | 2013 |
| 10 TH | Govt. high school sec-43, Chandigarh (CBSE) | 41% | 2008 |

SKILLS & EXPERTISE

- Windows Server 2008,2012,2016;
- Microsoft SQL Server 2008/2012/2014/2017
- Experience in IIS, Remote Access, VPN, firewall, Hyper V, SRSS
- IT security- SonicWall, FortiGate Firewalls;
- Backup Solutions – Veeam Backup
- Software Testing - Regression Testing, Functional Testing, Design
- IT Networking and Infrastructure Monitoring
- IT Team Managing

WORK EXPERIENCE

Total Work Experience: 9 years, 7 months

Manager– IT Department at SGHS Hospital, Mohali (India) Apr 2022 – Until Date

Job Description:

- Implemented one Projects – PACS.
- Implemented HIS Project.(POS Machinery,QR Code Based Registration Project)
- Implemented EMR Project.
- Implemented Hospital Mobile Application API Based.
- Responsible for maintaining the servers (12 Servers) and VPN's.
- Responsible for Data Backups.
- Responsible for maintain the firewall and security policies.
- Provide technical support, troubleshooting, maintenance and upgrades.
- Manage the IT team's (Total 7 members) daily activities.
- Improve usage of IT Support resources.
- Communicate with all the vendors and took care of purchase of IT equipment.
- Maintain awareness of all outstanding issues and communicate with support for resolution.
- Interface with appropriate technical personnel for problems that cannot be resolved effectively
- Provide accurate reports and metrics to company management on the status and budget of on-going projects and IT requirement.
- Understand overall service desk objectives, as well as the role and function of each team member.

Senior Software Executive at Sohana Hospital, Mohali (India) Aug 2020 –Mar 2022 (1 Year 8 months)

Job Description:

- Played a vital role in the Implementation of 1 Project – EMR Solution
- Responsible for maintaining the UAT servers (4 Servers).
- Responsible for Data Backups.
- Responsible for IT infrastructure monitoring using Zabbix.
- Responsible for coordinating with HMS vendor for ongoing issue resolution at the earliest.
- Provide technical support, troubleshooting, maintenance and upgrades.
- Manage the IT team's (Total 3 members) daily activities.
- Communicate with all the vendors for issue resolution.

- Interface with appropriate technical personnel for problems that cannot be resolved effectively.
- Give user end Training about HIS, LIMS, EMR System.
- Responsible for giving lecture on an Induction session on Information technology.
- Had experience of running database scripts and writing SQL queries.
- Got Promoted to the position of **IT Manager**.

Software Executive at ILBS Hospital Delhi, India May 2019 – July 2020 (1 year, 2 months)

Job Description:

- Requirement Gathering from end users on IT Applications followed by critical evaluation and avail in automation of processes in organization involving more man hours
- Applied ITIL process for incident, problem, change, release, deployment, knowledge management, configuration management.
- Smoke Testing of all module of Hospital Information System Modules on UAT server.
- Provide technical support, troubleshooting, maintenance and upgrades to help end users maintain Wintel & database infrastructure.
- Manage the remote service team's daily activities
- Function as the customer's single point-of-contact for problem identification and resolution for issues that have been escalated by the team
- Improve usage of IT Support resources.
- Communicate with all parties in a constructive manner to guarantee end user expectations are met.
- Maintain awareness of all outstanding issues of software's and provide status to end users as necessary

Software Executive at Sohana Hospital, Mohali (India) Jan 2018 – Jul 2019 (1 years, 7 months)

Job Description:

- Played a vital role in the Implementation of 1 Project - Hospital Management System
- Responsible for maintaining the UAT servers (2 Servers).
- Responsible for Data Backups.
- Responsible for coordinating with HMS vendor for ongoing issue resolution at the earliest.
- Provide technical support, troubleshooting, maintenance and upgrades.
- Improve usage of IT Support resources.
- Communicate with all the vendors for issue resolution.
- Interface with appropriate technical personnel for problems that cannot be resolved effectively.

- Give user end Training about HIS System. Take Induction session on Information technology.
- Had experience of running database scripts and writing entry level SQL queries.

Application Engineer at Fortis Hospital, Ludhiana (India) May 2016 – Dec 2018 (2 years, 8 months)

Job Description:

- Responsible for handling the end user queries regarding the HMS, PACS, LIMS applications.
- Responsible for submitting the reports to supervisors regarding the support tickets.
- Responsible for monitoring the firewall.
- Provide technical support, troubleshooting, maintenance and upgrades.
- Communicate with the vendors and took care of purchase of IT equipment.
- Interface with appropriate technical personnel for problems that cannot be resolved effectively.
- Provide accurate reports and metrics to supervisor on the status of on-going projects and IT requirements.
- Understand overall service desk objectives, as well as the role and function of each team member

INTERNSHIP

- **6-week industrial training on HTML at Info wiz Chandigarh.**
- **6-week industrial training on CCNA at SLR group Chandigarh.**
- **6 months industrial training on android at C-Dac Mohali.**
- **8 months' experience working in net solutions hardware troubleshooting.**
- **Responsibilities:**

| | | |
|----------------------|---|---|
| Project Name: | : | Event Management |
| Name of client | : | Info wiz, Chandigarh |
| Project Description | : | An event management website is a platform where the people easy to communicate their coordinator and information about the fest of their college. |
| Technology used | : | HTML, Javascript, CSS, PHP, MYSQL |
| Duration of project | : | 6 weeks |
| Role | : | Programmer |

| | | |
|----------------------|---|---|
| Project Name: | : | Wan design and Management |
| Name of client | : | SLR Group, Chandigarh |
| Project Description | : | Wan area network spread over a very wide area so that companies and institutes that are located far from each other are directly connected via the network. |
| Technology used | : | Packet tracer, Routers cat5,cat6 cables,criping tool |
| Duration of project | : | 6 weeks |
| Role | : | Manage networks from one place to another |

Personal Details

Date of Birth : 21st June, 1991
Present Address : 360, Sector-57 Mohali, Punjab-160055