



Rajesh Adiga

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Decisive, strategic and performance-driven professional, targeting senior-level assignments in Application Support Engineering with an organization of high repute.

Current Designation: Application Support Engineer (L2)	Total Experience: 3 Year(s) 10 Month(s)
Current Company: Telerad Tech	Notice Period: 2 Months
Current Location: Bengaluru / Bangalore	Highest Degree: B.Tech/B.E. [Information Science and Engineering]
Pref. Location: Bengaluru / Bangalore	
Functional Area: IT Software - Application Programming / Maintenance	
Role: Tech Support Engnr	
Industry: IT-Software/Software Services	
Marital Status: Single/unmarried	
Key Skills: Application Support Engineer, Technical Support Engineer, Application Maintenance, Software Engineering, Service Delivery, Software Testing, Program Management, Project Management, SDLC, PACS, RIS, HL7, DICOM, SQL Server, Gap Analysis, DB Queries, IIS, Java, J2EE	
Verified: Phone Number Email - id	

Last Active: 18-Jan-21

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Summary

A result-oriented professional with nearly 4 years of experience in Application Support Engineering. Hands-on experience in PACS/RIS, HL7, DICOM, SQL Server, Running DB Queries, IIS and Java/J2EE Web Applications. Skilled in managing troubleshooting of enterprise server level issues and expert in network concepts such as switches, routers, bridges. Expertise in managing the Programming Languages like Java, ASP.NET, JavaScript, Angular JS, HTML5, CSS3, MySQL, HL7. Knowledge of security concepts and expertise in advance networking and Relational Database concepts. Project Execution Expert: Led the project planning and management in tune with the core business objectives. Expertise in analysing system/ user needs and resolving complex customer scenarios by evaluating end user requirements, custom designing solutions and troubleshooting.

Work Experience

Telerad Tech as Application Support Engineer (L2) Nov 2016 to Till Date

Providing support for VPN and other network level issues such as mapping public IP with the domain name, DNS servers, and host entries on the client local systems
Solving major incidents and maintaining related documentation like root cause analysis report and known errors
Detecting and analysing software defects and inconsistencies and rectifying the same
Implementing, testing and monitoring the new deployments
Verifying accuracy of all completed incidents/ implementations, answering all inquiries
Resolving & managing escalations and monitoring utilization of existing resources and manpower
Interfacing with the new tenants among all project locations to clarify and explain software features
Monitoring daily tasks with the team members and ensuring that all incidents engagements are updated correctly
Identifying issues & risks in a timely manner; developing/ implementing appropriate mitigation & contingency plans
Monitoring & controlling projects with respect to cost, resource, time overruns and quality compliance to ensure satisfactory execution of projects Highlights:
Active member in RIS/PACS installation which included installation of two PACS systems and integration of outside PACS system with facility merger, installation of RADSpa DICOM router application on a hospital system for auto transfer of images to PACS
Spearheaded the SQL server 2008 R2, running queries in database for pulling the data requested by the clients as instructed by the DB Team
Analysed the HL7 messages when necessary to determine if RIS has received orders for modality worklist queries or patient demographic updates from HIS; fixed the issues of HL7 order reception or report rejection by modifying ORM or ORU messages when there's a need
Reviewed the HL7 ORM and ORU messages that are sent from HIS and came up with results
Conducted demo/orientation on the newly released features to the clients

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Education



Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

Education

UG: B.Tech/B.E. (Information Science and Engineering) from Vemana Institute of Technology, Bangalore in 2016

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IT Skills

Skill Name	Version	Last Used	Experience
PACS/RIS, HL7, DICOM, SQL Server			
DB Queries, IIS, Java/J2EE			
NET, JavaScript, Angular JS			
HTML5, CSS3, MySQL, HL7			

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Languages Known

Language	Proficiency	Read	Write	Speak
English	Expert	✓	✓	✓
Hindi	Expert	✓	✓	✓
Kannada	Expert	✓	✓	✓

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Projects

- Project Title: PACS Migration from ERAD to RADSPA
Client: Teleradiology Solution
Nature of Employment: Full Time
Project Location: PACS Migration from ERAD to RADSPA
Duration: Jul 2019 - Jan 2020
Onsite / Offsite: Onsite
Role Description: Maintained close coordination with radiologists to understand the features of 3rd party software to be incorporated
Managed the testing of each and every module to make sure all the features are working as expected post the deployment of new feature
Project Details: One of the biggest clients was using a 3rd party software (ERAD) for tele radiology. Managed to replace the same with the companys software (RADSPA).
- Project Title: Mammo Assist
Client: Telerad Tech
Nature of Employment: Full Time
Project Location: Bangalore
Duration: Feb 2019 - Oct 2019
Onsite / Offsite: Offsite
Project Details: Using AI technology to detect early stage of cancer.
Coordinated with the radiologists to collect the use cases and submitted the same to the AI Team.
Provided application-level support to the end user after the feature was deployed.

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Affirmative Action

Category: General
Physically Challenged: No

Work Authorization

Job Type: Permanent
Employment Status: Full time

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