

Stephen Roy D'Souza

5/16 Adelaide Street, Murrumbeena Victoria 3163 • Phone:0404 684 425 • stephen.roy.dsouza@gmail.com

RIS/PACS Support Supervisor

Dedicated IT professional highly effective at maintaining and installing software and hardware for laptop and desktop computers and deliver training to users in operating the same.

Trained in client installation and application support for Nuance PowerScribe 360. Seeking a role offering opportunities for long term professional growth and development. Proficient in Software Installations, Troubleshooting, workflow requirements and support of Radiology Information Systems.

Skills

- **Windows 7**
 - **Nuance PowerScribe 360**
 - **Windows Server 2008**
 - **Active Directory**
 - **Desktop and laptop repair**
 - **Remote access support**
 - **Print server's maintenance**
 - **Technical Management**
 - **Oracle Database administration**
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Technology

Software: Power Scribe 360, MS Office (Word, Access, Excel, PowerPoint), NetSuite, ORACLE 11g/10g/9i/8i,

Operating System: Windows XP/7/8/10, Windows 2000/2003/2008 servers,

Other Products: Toad for Oracle and SQL server

Personal Achievements

"productive employee" of the department in outstanding category, 2008
Awarded certificate of recognition for outstanding services, 2012

Professional Experience

COMRAD MEDICAL SYSTEMS, VICTORIA – *Comrad is the largest dedicated RIS provider in Australia and New Zealand providing effective solutions for hospitals and Private business.*

Customer Support Specialist, 05/2015 to 07/2016

Applications Consultant, 07/2016 to 12/2018

Applications Consultant, 09/2019 to Present

Selected Accomplishments:

- Liaise with new clients for requirement gathering, customisations and testing as per required workflows and provide end users with training and support during and post implementation to ensure modalities communicate with RIS.
 - Providing Level 1 & 1.5 support during normal hours by email and phone and during on call with regards to COMRAD RIS application and resolve issues within the timeframe of the SLA.
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- Provide basic printdef support and running customised SQL queries.
- Installation and configuration of SMS and modality worklist for new sites.
- Liaise with technical support in Installation, troubleshooting and support of Scanners, Printers and other peripherals required for use within COMRAD RIS.
- Liaise with the applications team to sort issues related to accounting/charge rule queries in COMRAD RIS.
- Test the workflow and ensure COMRAD RIS is functioning as per client requirements prior to handover to Project manager for production and test upgrades.

MELBOURNE HEALTH (ROYAL MELBOURNE HOSPITAL), VICTORIA – As the first and one of the largest hospitals in Victoria, Royal Melbourne Hospital provides a comprehensive range of health services across two campuses.

RIS/PACS Support Supervisor, 12/2018 to 06/2019

Selected Accomplishments:

- Managing EMR (Electronic Medical Records) project- This ongoing project involves liaising with various applications and project teams to ensure mapping of radiology codes, testing the complete workflow and training end users is done within the timeframe allotted and report to direct manager and operations manager on the progress.
- Test and implement new versions of RIS/PACS Software upgrades when available. This involves liaising with vendors during out of hours for successful outcome.
- Manage and the RIS, PACS and all the related software's are working. This involves liaising with hospital IT and key users and related vendors to understand and rectify when issues arise.
- Periodically check within the system to ensure that the image studies from all modalities are flowing to the archive and fix studies that are unverified during RIS validation.
- Train new users on use of RIS relevant to their workflow and train new registrars on speech magic-voice recognition software.

BAHRAIN SPECILAIST HOSPITAL, BAHRAIN – *multi-specialty hospital with 24 hours emergency services accredited by Joint Commission International (JCI).*

IT Support Specialist, 05/2005 to 01/2015

Selected Accomplishments:

- Installation, troubleshooting, maintenance, operation and support for all Windows OS, Outlook, Antiviruses and other third-party applications as well as computer systems & peripherals.
- Communicated with over 500 users, including CEO, Directors and Managers via telephone, email, voicemail or in person to identify the system or application problems and offered solution.
- Gave orientation sessions for the new and/or existing users regarding the usage and/or Updates of Hospital Management System.
- Monitored network performance and provided network performance statistical reports for both real-time and historical measurements.
- Provided base level IT support to non-technical personnel within the business.

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- Responsible for testing, data analysis and error reporting of Hospital Management System during application server updates and updating the production database and servers and resolving oracle errors that arise during transactions.
- Set up and configured hardware and software on company equipment.

MPHASIS BPO, Bangalore, India– leading IT solutions provider, offering Applications, Business Process Outsourcing (BPO) and Infrastructure services globally through a combination of technology knowhow, domain and process expertise.

Customer Service Executive, 05/2003 to 05/2005

Selected Accomplishments:

- Addressed and resolved customer product complaints empathetically and professionally.
- Accurately documented, researched and resolved customer service issues.
- Managed customer calls effectively and efficiently in a complex, fast-paced and challenging call center environment.
- Referred unresolved customer grievances to designated departments for further investigation.
- Oversaw call center employees to ensure customer satisfaction goals were consistently met.

Education

FULL STACK DEVELOPER BOOTCAMP

Monash University, Caulfield

06/2019-11/2019

MASTER OF COMPUTER APPLICATIONS

Annamalai University

2015

BACHELOR OF COMPUTER SCIENCE

St. Aloysius College

2003

References available on Request