

Duong Hai Long



SOFT SKILLS

- Leadership and team collaboration.
- Problem-solving and analytical thinking.
- Cross-functional communication.
- Client-focused technical consultancy.
- Adaptability in dynamic environments.

ADDRESS

District 7, Saigon.

CONTACT

☎ ([REDACTED])

✉ [REDACTED]

ACADEMIC QUALIFICATIONS AND PROFESSIONAL TRAINING

Bachelor of Science ([REDACTED]), Network and System Administration
MCSA
Healthcare IT Certification

CAREER OBJECTIVE

As a healthcare IT specialist with over a decade of experience, I seek a leadership role where I can leverage my expertise in implementing and optimizing medical IT systems. My goal is to drive innovative healthcare solutions, improve clinical workflows, and deliver measurable outcomes in patient care. I am passionate about utilizing cutting-edge technologies to advance digital healthcare infrastructure and ensure efficient, scalable solutions for medical institutions.

TECHNICAL EXPERTISE

- Healthcare IT Systems:** HCIS, PACS, RIS, ISP, Radiology Informatics, Digital Pathology Systems, Enterprise Diagnostic Informatics, Synapse PACS Solutions.
- IT Infrastructure Management:** VMware ESXi, V-Center, SQL Database Management, Backup Solutions (Veritas Backup, Veeam Backup), Medical System Integration.
- Networking & Security:** DC, AD, DNS, DHCP, OU, GPO, VPNs, Firewalls.
- Project Management:** Medical IT System Deployments, Client Consultations, Stakeholder Management, Workflow Optimization.
- Communication & Leadership:** Team leadership, cross-functional collaboration, technical support, customer engagement.

PROFESSIONAL EXPERIENCE

PHILIPS VIETNAM

Technical Consultant

August 2020 – December 2023

- Spearheaded the Healthcare Informatics Systems (HCIS) implementation, ensuring seamless operations across multiple hospital environments.
- Specialized in Digital Pathology Systems integration, reducing tissue analysis and improving diagnostic accuracy.
- Optimized Radiology Informatics, improving imaging workflow and data management.
- Delivered technical consultancy to medical professionals, achieving customer satisfaction in project rollouts.
- Led system integrations for major hospitals, enhancing Philips Medical Systems with advanced visualization and server technologies.
- Managed project lifecycle for multiple hospital systems, from design to Go-Live and post-deployment support.
- Developed detailed technical documentation to streamline cross-functional team support and product development.
- Reduced hospital system downtimes through proactive monitoring and troubleshooting.
- Demonstrated adaptability in project deployment, willing to operate beyond standard hours when required.
- Conducted in-depth analysis of client requirements to design and deploy customized solutions, enhancing strategic business performance.

Key Projects Completed:

- **Saigon:** FV Hospital, Hoan My Saigon Hospital, Hoan My Van Phuc, Hong Duc 2 Hospital, Van Hanh General Hospital, Nhi Dong 1 Hospital, 115 Hospital, 175 Hospital.
 - **Long An:** TWG Long An Obstetrics and Pediatrics Hospital
 - **Bac Lieu:** Thanh Vu Medic Bac Lieu
 - **Daklak:** Buon Ma Thuot Medical University
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YERSIN INTERNATIONAL CLINIC

IT Manager

April 2019 – June 2020

- Led the Hospital Information System (HIS) deployment, enhancing digital healthcare workflows and improving clinical efficiency.
- Managed IT infrastructure, including physical and virtual servers, ensuring 99.9% uptime for critical medical applications.
- Implemented robust data backup solutions (Veritas Backup), reducing potential data loss incidents to zero.
- Collaborated with clinical staff to customize IT systems, leading to increase in user satisfaction.
- Proficiently analyzed user needs, delivering tailored hardware and software solutions in line with business goals.
- Led strategic planning for system upgrades, optimizing hardware performance.
- Supervised IT teams, mentoring staff and fostering professional development to ensure a high level of service.

Key Projects Completed:

- **Saigon:** Yersin International Clinic
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FUJIFILM VIETNAM

Medical IT

February 2017 – April 2019

Medical IT Specialist

February 2017 – April 2019

- Directed PACS system implementation across Vietnamese hospitals, streamlining diagnostics and improving imaging efficiency.
- Delivered comprehensive user training fostering proficiency and confidence in system use.
- Maintained system reliability with proactive maintenance and real-time monitoring.
- Coordinated with global teams to deploy Synapse Solutions (PACS, RIS, Synapse 3D), enhancing the diagnostic capabilities of local healthcare providers.
- Improved workflow efficiency through system integration, reducing patient wait times for diagnostic results.
- Collaborated with hospital IT teams to ensure seamless integration with HIS/RIS systems, leading to a significant improvement in hospital operations.

Key Projects Completed:

- **Hanoi:** L'Hôpital Français de Hanoi, National Cancer Hospital
 - **Quang Ninh:** Quang Ninh General Hospital, Bai Chay Hospital, Obstetrics and Pediatrics Hospital
 - **Saigon:** Cho Ray Hospital
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COLUMBIA ASIA INTERNATIONAL HOSPITAL

MIS Specialist

November 2011 – November 2016

- Successfully deployed a new Hospital Information System (HIS), improving operational efficiency and reducing patient admission times.
- Managed a multi-site IT infrastructure across Vietnam, ensuring secure and reliable network connectivity and system operations.
- Implemented and maintained robust data security policies, minimizing security incidents.
- Provided comprehensive technical support across multiple sites, maintaining a high-resolution rate for IT support requests.
- Collaborated with software teams on HIS testing and patching, ensuring secure and efficient updates to production environments.

- Led the deployment of server, storage, and firewall systems, backup solution, ensuring high availability and secure data management.

Key Projects Completed:

- **Binh Duong:** Columbia Asia Binh Duong
- **Saigon:** Columbia Asia Gia Dinh, Columbia Asia International Clinic

MAERSK VIETNAM Ltd.

IT Helpdesk June 2010 – March 2011

- On-call support for critical outside of normal business hours and emergency situations as part of Business Continuity Plan requirements.
- Working closely between global teams: Service desk team (Manila - Philippines), Maersk Global Service Center (GSC) and Maersk Global Control Center (GCC).
- Investigating the issues raised by users and makes a quick action on fixing errors as fast as possible to avoid business impacts.
- Coordinate with hardware vendors in case of hardware failures or upgrades (PCs, Laptops, Printers) and work with service providers (PTT, OBS, and Com-net) to make sure all connections from other sites working stable.
- Monitoring the incident management system (BMC Helpdesk Remedy Systems) including proper recording, resolution and speedy closure of all problems. Responsible for relevant office facilities including printer, fax machines, photocopiers, projectors, sound systems, etc.
- Handle end-user computer hardware including MS Office suite, Windows, remote access, Internet, intranet, telephone, email, printers, desktop computers, notebook computers and applications (global – local).
- Record call issues, experience, and knowledge to create knowledge databases, FAQs and solution.
- Manage and jobs within the expected timeframe encountered by end-users.
- Manage the Helpdesk database including logging tickets, or logging user calls, follow up, and assign, forward, notify, escalate issues to higher levels or related teams to ensure that all users are aware on the issues and pull statistical reports.
- Working with Admin Dept. in procuring process of IT devices when users get approval from their managers.
- Responsible for server rooms physical security, IT Security audits, reviews and documentation.
- Provide administration and 1st line support for server and escalate problems to server/system administrator (global team) and vendors.

REFERENCES

Available on request.