Abdul Jilahni – Curriculum Vitae

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I am a highly experienced clinical system specialist within SystmOne & EMIS Web

I have a very strong IT background within the NHS.

I am a critical thinker and possess great interpersonal, analytical & problem-solving skills

**Employment History:**

**March 2023 – Crunch Accounting – IT Lead Support**

· I Set up and configure all new starters’ user profiles as part of the on boarding process, including arranging the distribution of IT equipment to our office-based and remote teams.

· On boarding new starters on their first day via phone and remote desktop support tools.

· Manage the off boarding process for the company including disabling accounts and organising the return of equipment.

· Respond to and prioritise email ticket requests and queries using the IT Support team ticketing helpdesk system to meet service-level agreements. Escalate issues where necessary.

· Maintain the upkeep of all company hardware including laptops, desktops, phones, and printers.

· Set up and maintain the company asset register and highlight any equipment in need of replacement.

· Dealing with the disposal of redundant equipment in line with industry best practices, working with 3rd parties to organise the collection.

· Liaise with our cloud storage, phone, and internet providers to resolve issues and escalate where appropriate.

· Provide audio and video conferencing support at Crunch events in our co-working spaces.

· Manage G-Suite, Microsoft Office, and all other systems, being sure to keep them up to date to reflect any changes in the business.

· Be a champion for our Acceptable Use Policy and IT Security procedures.

· Active directory domain management and cloud server platform management.

· Internal data management and data replication.

· Ensure integrity of system backups and data retention per agreed business timescales.

· Keep equipment up to date with security and bug fixes. Monitor systems and networks.

· Review and recommend both hardware and software solutions for a given requirement.

· Proactively maintain levels of personal development, including developments in the world of IT.

· Support the development and implementation of the Crunch Business Continuity Plan.

**September 2022 – January 2023 - Clinical system Product Specialist Systmone - Northamptonshire Healthcare NHS Foundation Trust**

• Build and Configure Community, Mental Health, HMP and Primary care units for SystmOne

• Configured workflows

• Answered client inquiries via, e-mail, phone, and webinars, made system recommendations, and provided training, including system walk throws.

• Updated project plan with the project status, alerted upper management to any milestones, or additional resources.

• Created business documents, managing, and controlling documents on the team SharePoint site.

• Prepare and deliver reports, recommendations or alternatives to streamline processes Record and report information to effectively manage configuration items.

• Plan for the performance of scheduled and unscheduled quality assessments and evaluations

• Audit and tracking, including training records

• Maintain quality records and prepare quality assurance reports

• Identify and document functional and physical characteristics of configuration items

• SystmOne Configuration work

• Process Mapping

• Writing and running test scripts to support data migration

• Documentation writing and handover to BI, IT Training and Systems teams.

• User acceptance training SystmOne

• Live unit builds

• Templates, users, letters and reporting building

**October 2020 – September 2022 - Clinical System Specialist EMIS/SystmOne & Registration Authority Agent for Central London Community Health – Fixed Term**

**October 2019 – February 2020 - Clinical System Specialist EMIS/SystmOne & Registration Authority**

**Agent for Central London Community Health - Contractor**

• To manage the ongoing development programme for SystmOne including the necessary review of policies and procedures and forms of control required to maintain access to the N3 connection.

• To manage, maintain, develop and implement the full range of SystmOne functionality to benefit CLCH

• Keep abreast of system developments and rollouts and liaise with the relevant stakeholders to develop and introduce solutions and initiatives based on the interpretation of national and local policies, procedures and developments. This will involve using advice obtained direct from outside bodies

• Responsible for the effective management of Smartcards working with the Registration Authority to ensure staff can access the system appropriately including the completion of RA documentation

• Develop the introduction of new facilities, e.g. electronic prescribing across specialities working with relevant Directors and external organisations as required. Planning and implementing consequent changes to SystmOne management procedures

• Liaise with the ICT Group to develop and manage CLCH governance strategy for making changes to the unit, standard requirements and rollout

• Working with the relevant Managers to provide expertise where required in process and systems design, workflow configuration, care plan and template design and selection of read code schemes

• Set up and manage system user's roles CLCH staff e.g. sponsors, Super Users, administration

• Develop capacity and capability within CLCH to manage User queries and problems relating to SystmOne

• Deliver SystmOne training to new and existing staff in line with new developments as required, liaising with the Learning and Development Department where in-depth or widespread training and education are needed

• Ensure that ongoing training needs are met from within the organisation e.g. Champions/Super Users/User Groups

• Manage data quality reporting and analysis to ensure consistent and standardised data entry standards are maintained. Providing feedback on problems to line managers and ensuring training is provided as required

• Ensure control of all processes, templates and read coding schemes via the appropriate governance committees

• Ensure the necessary precautions are adhered to when transferring information, only disclosing patient-identifiable information in line with Caldecott and GDPR requirements

• Ensure compliance with national standards for information governance requirements.

• Create and issue Smartcards in line with documented policies and procedures. Attend onsite meetings with card applicants to verify identification as required.

• Perform Smartcard maintenance functions, such as renewing certificates, unlocking cards, resetting passcodes and managing access profile changes.

• Deal with routine enquiries about cards and card usage pleasantly and helpfully, communicating relevant information and referring to others as appropriate.

• Log enquiries using recording tools as directed.

• Provide training, guidance and advice to Sponsors and Users about PBAC positions and business functions relevant to a specific job role. Smartcard security, access and information governance compliance. Self-service functions are available to users.

• Input data accurately into all computerised systems.

• Have a flexible and adaptable approach to work to meet customer timescales and key performance indicators (KPIs).

• Perform simple audits and run reports as required by the Service or RA Manager.

• Ensure that all complaints, comments and suggestions are dealt with appropriately, per policy, resolving where possible and escalating to the appropriate manager as required.

• Record contact details in UIM, CIS and RA Networks. Demonstrate office systems and department

requirements to new starters.

**February 2020 – January 2021 - Clinical System Implementation Lead for AT Tech**

• Build and Configure Community and Primary care units for SystmOne & Emis Web

• Configured workflows and created test scripts to test system functionality.

• Answered client inquiries via, e-mail, phone, and webinars, made system recommendations, and provided training, including system walk throws.

• Updated project plan with the project status, alerted upper management to any milestones, or additional resources.

• Troubleshooting support tickets by researching, and collaborating with team members and other departments on similar items.

• Created business documents, managing, and controlling documents on the team SharePoint site.

• Gathering and analysing data in support of business cases, proposed projects and system requirements.

• Prepare and deliver reports, recommendations or alternatives to streamline processes and improve operational efficiencies

• Define and deploy operational requirements and system goals based on conducted analysis and agreed-upon recommendations

• Responsible for implementing and managing the inspection program

• Record and report information to effectively manage configuration items.

• Plan for the performance of scheduled and unscheduled quality assessments and evaluations

• Audit and tracking, including training records, Site Procedures, Purchase Request

• Maintain quality records and prepare quality assurance reports

• Identify and document functional and physical characteristics of configuration items

• EMIS & SystmOne Configuration work

• Process Mapping

• Writing and running test scripts to support data migration

• Documentation writing and handover to BI, IT Training and Systems teams.

• User acceptance training Emis Web & SystmOne

• Demo Unit and Live unit builds

• Templates, users, letters and reporting building

**Other notable work**

February 2019 – October 2019**– IT Lead / GP Service Delivery Support for Cuckfield Medical Practice**

April 2017 – February 2019**: Senior IT & SystmOne Trainer and Business Change Facilitator for Sussex Community NHS Foundation Trust.**

April 2012 – February 2017: **Brighton and Hove Integrated Care System (BICS/Here) Senior Workflow Trainer EMIS/SystmOne**

April 2012 – November 2015: **Senior Patient Care Advisor (Operational Managerial Role)**

August 2009 - April 2012 - Eleventh Flower Florist: Customer Service Assistant

May 2010 – November 2010 - Network Research: Market Researcher

November 2008 – August 2009 - British Heart Foundation: Volunteers Customer Service Assistant

March 2008 – November 2008 - Pensions Regulator: Scheme Return Contact, Senior Advisor

August 2007-March 2008 - American Express: Customer Service Banking Representation

May 2007 – August 2007 - NHS IT Support Staff – Temp

November 2006 – May 2007 - Lloyds TSB: Telephone Banking Advisor