Rahul T P

+974-3010-6754 · rahulkappad@gmail.com · http://linkedin.com/in/rahul-t-p-b642107b
Murrah, Doha, Qatar

SOFTWARE IMPLEMENTATION

A results-driven Software Engineer currently contributing to a software implementation team within the hospitality software sector. Possesses comprehensive knowledge of clinical and hospital workflows in the UAE, with expertise in pack management, lab integration, and data migration. Proficient in providing thorough training to staff members and adept at offering ongoing support for issue resolution.

KEY COMPETENCIES

Implementation of Hospital management system with end user training.	Understanding the Business requirement and Analysis workflow change.	Involved in the complete system development life cycle from user requirements gathering, design.

PROFESSIONAL EXPERIENCE

Tanjer Infosys Private LTD -Doha, Qatar   **June 2023- Present**
Implementation Engineer

Currently leveraging 1+ years of experience as a Software Implementation Engineer, specializing in key features of hospital management systems, seamless integration with lab machines, and proficient execution of data migration processes. Enhanced employee retention by introducing a new internal communications methodology and restructuring employee benefits.

Responsibilities:
- Implementation of Hospital management system with end user training.
- Understanding the Business requirement and Analysis workflow change.
- Provide pre-go-live and post-go-live end-user support.
- Skills include Backlog Management (Grooming, and Prioritization), Requirements Gathering,
- Requirements Analysis, Requirement Documentation, Workflow Documentation, End User Training,
- Functional KTs to Clients and Stakeholders, Master Data Configuration, GAP Analysis, Customer
- Support, and Database Support.
- Involved in the complete system development life cycle from user requirements gathering, design.

WE ONE ELECTRICALS AND HARDWARE - Kerala, Calicut   **Aug 2022- Feb 2023**
Retail Sales Associate

Dedicated Retail Sales Associate with a focus on delivering exceptional customer service and achieving sales goals in a dynamic retail setting. Proficient in product selection assistance, addressing inquiries, and ensuring a positive shopping experience. Consistently surpass sales targets through effective upselling and cross-selling. Skilled in point-of-sale operations, maintaining an organized store layout, and actively contributing to inventory management. Committed to customer satisfaction and a valuable team player in the retail sector.

COGENT PVT LTD - Mangalore, Karnataka   **Apr 2020- Nov 2021**
Call Center Representative

As a Call Center Representative, I excel in delivering top-notch customer service through inbound and outbound calls. Proficient in CRM tools, I address inquiries, resolve issues, and provide product/service information. I adhere to scripts, maintain accurate records, and consistently meet or exceed performance metrics for customer satisfaction.

Accomplishments:
- Answered inbound calls from customers and provided assistance with their inquiries.
- Followed company procedures and guidelines to resolve customer issues.
- Used computer software to log and track customer interactions and solutions.
- Maintained a high level of professionalism and posiveatude during all customer interacons.

EPSON - Mangalore, Karnataka   **Dec 2018 - Jan 2019**
Sales Associave

As an advertising professional, I collaborated with Epson to promote their new printers and projectors in the Mangalore region. I successfully executed various marketing strategies to create brand awareness and drive sales. This experience enabled me to develop skills in brand management, market research and product promotion.

Accomplishments:
- Spearheaded collaborative efforts with Epson to promote their latest printers and projectors in the Mangalore region.
- Developed and executed comprehensive marketing strategies, fostering brand awareness and contributing significantly to increased sales.
- Demonstrated proficiency in brand management through the successful promotion of Epson products, ensuring alignment with brand identity and values.
- Implemented strategies to enhance the brand's presence in the market, resulting in heightened visibility and positive reception.

PROJECT IMPLEMENTATIONS

- Completed HIMS Implementation in (Kims Medical Center, Qatar)
- Completed HIMS Implementation in (Doha Clinic, Abu Sidra, Qatar)

ON GOING PROJECT

- HIMS Implementation in (Doha Clinic & Hospital Al Mirqab Al Jadeed St, Doha,Qatar)

TECHNICAL SKILL SET

- **Cloud Computing:** Microsoft Azure
- **Operating System:** Windows Family and Linux
- **Email Service Management:** Microsoft Office 365
- **Front End:** HTML
- **ADOBE**
- **MYSQL**
- **POWER BI**

- **BIRT REPORT**
- **DATA ANALYZING**
- **DATA CLEANING**
- **NETWORK SECURITY**

CERTIFICATION

GREAT LEARNING ACADEMY
Network Security

GREAT LEARNING ACADEMY
AWS Project

GREAT LEARNING ACADEMY
Cloud Networking With AWS VPC

GREAT LEARNING ACADEMY
SQL for Data Science

GREAT LEARNING ACADEMY
Introduction to Web Designing

GREAT LEARNING ACADEMY
Front End Development - HTML

GREAT LEARNING ACADEMY
Design APP

EDUCATION

Bachelors of Engineering - 2022 - (VTU)
 Computer Science - SHREE DEVI INSTITUTE OF TECHNOLOGY

MAJOR PROJECTS
 Intrusion Detection of Imbalanced Network Traffic Based on Machine
 Learning.

INTERNSHIP
 BLOCKCHAIN - ZEPHYR TECHNOLOGIES (Balmaa, Mangalore)

Project
 Water Potability Prediction

Higher Secondary Education - 2016
 POILKAVE HSS
 Kerala Board - 68%

High School - 2014
 ILAHIYA HSS
 Kerala Board - 68%

PERSONAL INFORMATION

DOB   : 1998-04-08
Languages Known   : Malayalam, English, Tamil, Kannada
Gender   : Male
Nationality   : Indian
Passport No   : W4352113
Marital Status   : Single
Driving License, No : Indian/B9526883
Permanent address :Thekke Purayil (HO)
                         Chemancheri (PO) , 673304
                         Kerala, Calicut
Qatar ID   : 29835625460

DECLERATION

I do here by declare that all the statements made above are true and perfect to the best of
my knowledge and belief.

(RAHUL.T.P)