**KULANTHAIVEL L**

**Email ID: murugankulanthai@gmail.com**

**Mobile No.: +91 9976964946**

**Career Objective**

Goal driven, Compassionate and an accountable professional with over 7+ years of experience in Hospital – IT Operations, highly skilled and an accomplished IT- Implementation Engineer with diverse knowledge on providing IT Technical Support in major healthcare centers, seeking a designate role to utilize my skills and abilities in renowned organization.

**Technical Proficiency**

* Technical knowledge of Desktop Hardware / Software & Troubleshooting
* Windows (Win 2K, Win 2K3, Win 2K8, XP, 7, 8, 8.1)
* Linux OS (Ubuntu Versions) & MAC OS
* Microsoft Office, Outlook, others: Asset Management (OCS)

**Organizational Experience**

**Phoenix Lifecare Systems Pvt Ltd, Bangalore.**

**IT - Implementation Engineer - Feb 2016 to April 2017**

* Implementation of HIS, LIS, Pharmacy Inventory Software, Hospital Waste Management in Sri Shankara Cancer Hospital & Research Centre, Bangalore.
* Reporting on Master Data Collection, Verification, Preparation, Setup/Configuration, Analysis, Application Training and Mentoring.
* Product Demo, SRS, Training, Testing, Executing Parallel Run & Application GoLive
* Pre & Post Implementation support in SDLC.
* UAT has been conducted & Training end user on usage of application.
* Expert to fill the gap analysis of the hospital system study with several phase of the HMIS system.
* Working closely with development and QA team to resolve issue.
* Manage Relationship with customers & maintain excellent Customer satisfaction level.
* Maintaining the database Operation.
* Analyze and debug of the root cause driver level issues and implement solutions.
* Deploying applications, DB, Implementing Patch in existing applications, upgrading the application.

**Vasan Health Care Pvt Ltd, Coimbatore.**

**Sr. Executive IT - May 2009 to Feb 2016**

***IT System – Technical Support / Healthcare Operations & Project Profile***

* Systems Administration for Large Windows/Linux environments for 180+ Branches.
* Responsible for Monitoring, Operating, Managing, Installing, Troubleshooting &

Restoring to service desktops & its applications.

* Support to end users desktop computer resources, including provisioning, de-provisioning & SLA’s for all incidents.
* Support to the computer and its peripherals, Mobile devices, Printers, scanners, operating system software & Electronic Software distribution including Patching & upgrades.
* In-house support to PRI, VPN & CUG Connection.
* Surveillance (CCTV) Management for 150+ branches on daily basis, Installation, Security, Support, footage live recording & backup data sending to corporate on weekly basis.
* Providing RDP support to Employees with various locations in India through tools like Ammyy Admin, Real VNC, Team Viewer, RDC.
* Managed in-house IT Asset, equipment software, licensing and coordination with vendors for Purchasing.
* Report to Corporate team with MIS, Statistics & Annual Reports.
* Work with IT management and to define, refine, implement and enforce SLAs for support within the organization.
* Software Implementation - Collecting Data, Analysis, Setup/Configuration and schedule for User Training.
* Trained end users on the utilization of newly deployed software packages and new technologies system usage operation.
* Testing and validation of software programmes, as well as scheduling, tracking and error reduction of programs.
* Handled Healthcare Applications like HMS, EMR, Health Object, OpticPro - Sales inventory, SAP B1.
* End-to-End implementation experience in various healthcare projects including overseas implementation.
* Handling complete project work of commissioning for the organization.
* Analyze Customer feedback reports, ensuring the smooth functioning of the Customer Service Desk and present it to the management.
* Create and develop a working relationship with staffs.
* Able to manage Assets & comply with IT Audit requirements.
* Team management and organizing the workflow / handling call escalations.

**Educational Qualifications**

* B.Sc. in Computer Science from Kongu Arts & Science College, Affiliated Bharathiar University with 62.56% - 2008.
* HSC from J.K.K.R.Matriculation Higher Secondary School, Komarapalayam with 61.58% - 2005.
* SSLC from J.K.K.R.Matriculation Higher Secondary School, Komarapalayam with 70.18% - 2003.

**Personal Profile**

Name : Kulanthaivel. L

Date of Birth : 15.10.1987

Postal Address : S/o.Ms. Sarasumani. L

5/87-6, Kuttakadu, Kallankattuvalasu-PO,

Komarapalayam (TK)-638183, Namakkal - DT, Tamil Nadu.

Languages Known : English, Tamil, Malayalam (Speak) and Hindi (Read & Write)

**Declaration**

I hereby declare that the above said statements are true to the best of my knowledge and belief.

**Place:**

**Date: (KULANTHAIVEL L)**