



RAHUL RAJENDRAN

System Analyst

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WORK EXPERIENCE

IT TECHNICIAN

JUL 2023 – PRESENT

AL KINDI HOSPITAL B.S.C. CLOSED, MANAMA, BAHRAIN

- Provide front-line technical support to hospital staff, including doctors, nurses, and other users of the HIS
- Assist users in navigating the system, troubleshooting issues, and solving user-related problems
- Monitor the performance and functionality of the HIS to identify and address any technical issues promptly
- Diagnose and troubleshoot technical problems reported by users, both hardware and software
- Escalate complex issues to senior technical staff or system vendors as needed
- Conduct training sessions for new and existing users to enhance their understanding and proficiency in using the HIS
- Create and maintain documentation, user guides to assist users in utilizing the system effectively
- Ensure the confidentiality, integrity, and security of patient data and sensitive information within the HIS
- Participate in testing and quality assurance activities to identify and rectify software bugs
- Communicate effectively with users, IT teams, and vendors to relay technical information, updates, and resolutions

IMPLEMENTATION ENGINEER

DEC 2021 – JUN 2023

DATAMATE INFO SOLUTIONS PVT. LTD. , KERALA, INDIA

- Configure and implement HIS solutions to meet client specifications and hospital workflows, ensuring smooth integration with existing systems
- Collaborate with healthcare providers, administrators, and IT teams to gather and analyze requirements for the HIS implementation, aligning system functionality with hospital needs.
- Conduct end-user training sessions for doctors, nurses, and administrative staff on HIS functionalities. Provide post-go-live support to troubleshoot issues and ensure smooth operation.
- Conduct testing (UAT) to ensure HIS modules function as expected, document bugs, and coordinate with development teams for timely resolutions.
- Ensure data security, patient confidentiality, and compliance with IT security protocols.
- Set up and configure reporting tools to provide healthcare providers insights into patient data, departmental performance, and hospital metrics.

SYSTEM ANALYST

DEC 2014 – MAR 2020

BEHZAD MEDICAL EST. W.L.L., MANAMA, BAHRAIN

- Acted as the key liaison between end users and the ERP vendor for issue tracking, testing, and system enhancements.
- Collected user requirements and coordinated with the ERP implementation team for customization and updates.
- Conducted user acceptance testing (UAT), verified data accuracy, and ensured smooth workflow execution.
- Trained and guided end users on ERP functionalities, processes, and best practices.
- Provided first-level technical and functional support to resolve ERP and system-related issues.
- Monitored ERP performance, prepared reports, and escalated complex issues to vendors.
- Managed system access, user permissions, and basic configurations.
- Supported hardware, networking, and software troubleshooting for desktops, printers, and connected devices.

SKILLS

- **ERP APPLICATION: MICRO CENTER APPLICATION (MCA), MICROSOFT DYNAMICS NAVISION, ODOO**
- **HIS APPLICATION: MEDIWARE (DATAMATE), ELLIDER HIS (DATAMATE), MIRACLE HIS (AKHIL SYSTEMS PVT LTD)**
- **HRM APPLICATION: PRIMATO HRM (DATAMATE), JOGET DX**
- **REQUIREMENT GATHERING, PROCESS MAPPING, AND GAP ANALYSIS**
- **VENDOR COORDINATION AND CUSTOMIZATION SUPPORT**
- **USER ACCEPTANCE TESTING (UAT) AND FUNCTIONAL VALIDATION**
- **BUSINESS PROCESS DOCUMENTATION, SOPS, AND BRDS**
- **CHANGE REQUEST MANAGEMENT AND USER TRAINING**
- **WINDOWS, MACOS, LINUX, ROUTERS, SWITCHES, LAN/WAN, AND WIRELESS SETUP**
- **ZOHO BOOKS, ZOHO INVENTORY, ZOHO CRM, MICROSOFT OFFICE, VMWARE**
- **ORACLE, SQL, HTML, JAVASCRIPT, CSS, BOOTSTRAP**
- **STRONG ANALYTICAL, COMMUNICATION, AND PROBLEM-SOLVING SKILLS**

EDUCATION

BACHELOR OF TECHNOLOGY (BTECH)

2010 – 2014

UNIVERSITY : KERALA UNIVERSITY, KERALA, INDIA

INSTITUTE : ST. THOMAS COLLEGE OF ENGINEERING & TECHNOLOGY (STC), CHENGANNUR, KERALA, INDIA)