



ASIF IQBAL

MANAGER- IT/OPERATIONS

24 years of experience in IT Environment (11 years in healthcare)

Administration and managing IT Team in the Center and closely monitoring the Infrastructures. Assist in planning, implementing, and adopting emerging technologies required to successfully plan and deliver quality systems.

Working closely with the management and team in designing and implementing the Infrastructure and Systems in the organization.

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📍 Kerala, India

SKILLS

Hospital Information System(HIS)

IT Infrastructure/ Database

Knowledge of System
Administration

Firewall/WAN/Security/Database

CCTV/PA systems/RIS PACS/ LIS

Communication

Multitasking

Operations

Public relation

Time Management

Project management

Technical
Proficiency

WORK EXPERIENCE

Deputy Manager

KIMS Hospital ,Kerala, India

June 2022 – Till date

KIMSHEALTH is a quaternary care hospital network offering end-to-end healthcare services with stands among the top 10 hospitals in India with top-notch healthcare delivery systems, evidence-based medicine, high-end facilities, and quality-oriented practices right from primary to quaternary care in India and Middle-east. KIMSHEALTH has been accredited by the National Accreditation Board for Hospitals (NABH) and the Australian Council on Healthcare Standards International (ACHSI)

Responsibilities

Served dealt with led information technology & Operations teams with HQ and weekly meeting with HOD's Prepared annual plans, budgeting, KPI's and its procedures to attain objectives of the firms. key duties include scheduling, supervising IT support staff, maintaining office equipment and supplies, developing and enforcing office policies, managing budgets, and ensuring compliance with health and safety regulations, all with the goal of creating a well-organized and productive work environment. Assigned technical projects to different team members to implementing according to area of expertise. Working closely with clinical areas with their IT requirements and trainings. Accuracy and security of patient data, increased patient satisfaction, and improved accessibility of services. Configuring and updating software applications, employee devices, servers, databases, and other IT infrastructure Manages Systems and Applications and Performs evaluation, testing, Implementation, support, and maintenance of Hospital Information System (HIS).Supervised with HIS software development team Providing orientations programs and Motivated employees facing problems in its Operational areas. Developed and implemented new features in HIS and its Standards in existing projects, various quality control measures to ensure highest quality delivers as per the Policy & Standards.. Provides to New Joiners (Clinical & Non clinical) users and ongoing education and training as per the requirements from HR dept. Leading the extend with business sponsors, stakeholders and team members to ensure the IT services. Communicating with various departments to coordinate activities and address issues . Responding to emergencies and coordinating necessary actions . Familiarity with office software, communication tools, and administrative systems . Strong written and verbal communication to effectively convey information and collaborate with colleagues .

PRO(AA)

KIMS Hospital, Kottayam, Kerala , India.

June 2019 to till Date

Day today Responsibilities

Responsible and in charge of all care co coordinators for ensuring personalized attention and smooth operations in the respective Departments. Responsible for all counselors and their functions which include Admission / Patient counseling, pre surgical clearance, IP Rounds and feedback collections

First point of contact for all IP and OP feedback responses and subsequent action

Promote Discharge planning. Follow up and closure of all feedbacks received from the patients. Update the patients and their By standers on the action initiated on all the negative feedbacks .Acting as Liaison Officer and covering responsibilities. Member of Safe Operations, Quality and Facility maintenance rounds.Ensure that all services related to both outpatient & inpatient department are adhered on time. Doctors leave and availability should be coordinated with GPR.

All surgical patients for departments clearance needs to be coordinated. Assisting with healthcare promotion team with CME and other activities with in the center and outside. Conducting Camps & medical talks with various Community, Educational institutions, Govt offices etc, working closely with Govt office, Municipalities to deal with legal, licenses & different kind of approvals .Conducting training and professional development with HR team .conducted different type salvage and charity activities with orphanage and national calamity activates, Actively participating govt training programs such as Covid vaccination drive, Covid awareness and working closely with Govt establishment on TB, malaria and other infectious disease criteria. Conducted Covid vaccination drive with several banks, Schools, college, Factories, and other public places

Senior System Administrator

KIMS Hospital, Kerala, India

June 2013 - May 2022

Day today Tasks – Jobs

Diagnoses problems, evaluates solutions and communicates resolution to users and management. Coordinates system downtime related to maintenance and communicates with affected users and managers.

Administrate the User privileges, support with IT implementations and strategies of the organization and the department. Strong trouble shooting and communication skills used for both implementation and support of the HIS applications

Network management: Ensure that the network is running smoothly and that all components are working together. Implement security measures to protect the network, data, and storage and communication systems.

Ensure that IT activities are in compliance with all applicable laws, codes, and regulations.

Train employees on how to use software and hardware, and provide technical support when needed.

Installation and Configuration of Company standard Operating systems like Windows 7,10,11 and Windows 2003/2009/2013/2016 Server based software applications.

Managing and maintaining of Network Printers, scanners and MFP's

Develop and execute disaster plans, and maintain data backups.

Assess and purchase new and replacement hardware.

Monitor vendors to ensure they are providing the best service and value.

Analyze processes, technologies, and vendors to identify areas for improvement.

Training and supporting the roll-out of new applications.

Maintain the AMC/CMC with vendors and Technical teams.

Troubleshooting the system, network problems diagnosing and solving hardware/software faults in house and remote support.

GULF EXPERIENCE(12 Years)

Regional IT Support Specialist
WSP (former PARSONS BRINCKERHOFF), Dubai, UAE
January 2009 to May 2011

Parsons Brinkerhoff (www.pbworld.com), founded in 1885, is one of the world’s most well-established infrastructure consultancies and is recognized as a world leader in consulting, planning, engineering, program management

IT Administrator,
LINDEN SHIPPING International, AL Hamariya, Sharjah,UAE

Dutch origin Marine Chartering and Towage Company based in Dubai, U.A.E, founded in July 1994. Tugs, cranes, as well as managing a number of vessels for their owners, and employs around 300 full time staff.

February 2006 to 2008 December

Job Description

- Perform Second level support related activities on issues regarding the use of computer hardware, software, telephony and wireless communication devices for internal users.
- Provides updates, status, and completion information of assigned tasks to IT management or users, via voice mail, email, or in person communication.
- Applying security, User rights & folder permissions in the Active Directory.
- Configuring the Blackberry with Enterprise activation and supporting other issues.
- Installation and Configuration of Company standard Operating systems like Windows 11,10, Windows 7and Windows 2003/2016/2019 Server based software applications.
- Managing and maintaining of Network Printers, scanners plotter’s and MFP’s

EDUCATION

Pre-Degree

M.G University 1997

- **Diploma in Computer Application**
- **Diploma in Computer Network Administration**
- **Diploma in Hardware Maintenance.**
- **Diploma in Office Automation**

ADDITIONAL QUALIFICATION

MICROSOFT CERTIFIED SYSTEMS ENGINEER (MCSE)
Credential ID 6463122

[Project Management Professional \(PMP\)](#)

LANGUAGE SKILL

English ★★★★★ Arabic ★★★★★ Hindi ★★★★★ Malayalam ★★★★★

PERSONEL DETAILS

Sex	: Male
Age	: 45 years
Date of birth	: 5 th Feb, 1979
Place of Birth	: Kerala
Marital status	: Married

REFERENCE : Upon Request