

AJAL THOMAS

IT Executive | Healthcare Information Systems (HIS) Support Specialist

Contact: +971 543727298 | Email: ajalthomas14@gmail.com | Location: Abu Dhabi, UAE | Dob:18/04/1996

www.linkedin.com/in/ajal-thomas-24179198

PROFESSIONAL SUMMARY

Highly experienced and dedicated **Hospital IT Support Executive** with **6+ years** of valuable experience in managing, implementing, and providing L1/L2 technical support and training for critical **Healthcare IT** and **Hospital Information Systems (HIS)**. Expertise includes **Cerner, SAP, Medware, eHealth, and Cortex**. Proven track record of ensuring smooth, efficient, and secure IT operations, enhancing user satisfaction, and driving system adoption within leading healthcare organizations like Burjeel Holdings, Gulf Group Holding LLC, and eHealth Kerala.

WORK EXPERIENCE

IT Executive

BURJEEL HOLDINGS | Abu Dhabi, UAE

September 2023 – Present

- **HIS & Clinical Application Support:** Provided comprehensive **L1 & L2 support** and technical training for complex HIS applications including **Cerner Millennium, SAP, insta** significantly improving system adoption and user satisfaction.
- **Network & Security Management:** Designed, implemented, and managed secure hospital networks like Switches & Firewall (LAN, WLAN, CCTV, **Genian NAC**), and managed network systems including **Switch port VLAN configuration and Alkatel ip phone configuration**.
- **Active Directory & Server Administration:** Managed **Windows Server** environments, performed **Active Directory (AD)** user creation and group policy management, and handled **VMware ESXi and vCenter** for virtualized infrastructure.
- **Imaging & Voice Systems:** Managed and supported specialized clinical systems, including implementation and handling of **VUE PACS, Phillips & Fuji PACS, Powerscribe, Lexacom, and 3M Fluency Direct**.
- **IT Service & Endpoint Management:** Administered the **ManageEngine ITSM tool** for efficient incident resolution, utilized **Endpoint Central Administration**, and managed **ARCON PAM** for secure RDP access.
- **Security Compliance & Auditing:** Ensured strict IT security compliance with Hospital and **ADHICS** standards by implementing security measures, conducting audits, and supporting **Ysoft DLP and SIM tools (SG box, Linkshadow)**.

IT SUPPORT ENGINEER

GULF GROUP HOLDINGS | Ras Al Khaimah, UAE

January 2023 – August 2023

- **HIS Management & Support:** Gained hands-on experience in **EMR and HIS application management (Mediware)**, providing comprehensive end-user support across all hospital departments.
- **Application Training & Adoption:** Delivered application training for diverse hospital staff, including Doctors, Nurses, Insurance, Reception, Lab, and Pharmacy personnel.
- **System Monitoring & Backup:** Managed daily monitoring and backup for critical hospital applications, including **Mediware HIS, HRMS, PHARMAPOS, and ACCOUNTS**.
- **Network & Infrastructure:** Supported network health by managing and configuring PCs, printers, scanners, and network devices, including **HP Proliant DL380p Gen9** servers and **Fortigate FG 60E** firewall.
- **Accreditation & Compliance:** Provided essential **IT support for JCI accreditation** activities, ensuring IT systems and documentation met regulatory standards.
- **Integration & Storage:** Supported implementation of **HL7 and Riayati integration** and configured **NAS solutions (QNAP and Synology)** for file storage.
- **Asset & Vendor Management:** Handled timely renewal of hospital licenses (Mediware), firewall, and antivirus, and managed the Datamate **CRM ticketing system**.

IT SUPPORT ENGINEER

EHealth kerala | kerala, India

August 2020 – November 2022

- **System Installation & Configuration:** Managed the installation and configuration of computer hardware, software, network devices (**Cisco SG 350 switches, 800m series routers**), and peripherals.
- **EHR/HIS Implementation:** Gained hands-on experience in the implementation and configuration of **EHR, EMR, and HIS applications**, including necessary lab integrations and new requirement deployment.
- **Service Delivery:** Maintained and monitored computer systems and networks, responding to service issues in a timely manner, and managed application/hardware related ticketing systems.
- **Training & Support:** Coordinated and provided training for hospital staff on the newly configured eHealth and HIS applications.

TECHNICAL SKILLS

Category

Skills & Systems

HIS/Clinical Systems Cerner Millennium, SAP, Mediware, eHealth, Cortex, VUE PACS, Phillips/Fuji PACS, Powerscribe, 3M Fluency Direct, Lexacom, HL7, Riayati Integration

Category	Skills & Systems
Network & Security	LAN/WLAN, VLAN Configuration, Genian NAC, Fortigate Firewall, ARCON PAM, SG box, Linkshadow (SIM), Alcatel IP Phone
Virtualization & Storage	VMware ESXi, VMware vCenter, Replication File Server, NAS (QNAP, Synology)
Service Management	ManageEngine ITSM, Datamate CRM, Active Directory (AD), Group Policy, Endpoint Central
Server/Hardware	Windows Server, HP Proliant DL380p Gen9, Biometric Devices, CCTV, Office 365

EDUCATION

- **Bachelor of Technology in Computer Science and Engineering** [VISAT, MAHATMA GANDI UNIVERSITY] | [Kottayam,INDIA] | [2018]

LANGUAGES

- **Malayalam:** Native
- **English:** Advanced
- **Hindi:** Advanced