# MOHD SHAHBAAZ ALAM

New Delhi,
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## OBJECTIVE

Seeking a challenging position where I can contribute towards organizational success and grow to a Senior Management Level, To pursue my career in an organization which would help develop my professional skills and build up expertise that would help me get a cutting edge over others.

## PROFILE

A results oriented individual Expertise is broad in scope. I understand and believe in the integration of techniques, I learn more and do more of the work, add more value to the team. Be able to handle complex situations and time crunch schedules, would create more value for the company and for the customer.

## PROFESSIONAL EXPERIENCE

Young, energetic and result oriented professional with 5+ years' experience; Extended expertise in Customer Relationship Management, Multitasking ability to sketch the plan, prioritize the work and manage the complex projects under aggressive timelines; Adroit at analyzing the organization requirements; Highly ethical, trustworthy and discreet;

➢ Possessing excellent communication and collaboration skills to lead and work in concert with diverse groups effectively
➢ Excellent leadership, team handling skills
➢ Good at customer handling skill
➢ Adroit at learning new concepts quickly, working well under pressure and communicating ideas clearly and effectively
➢ Dedicated and highly ambitious to achieve personal goals as well as the organizational goals
➢ Ability to build new territories and expand opportunities towards the achievement of stated targets
➢ Excellent decision making skills with a positive approach.

| COMPANY: | VENKATESHWAR HOSPITAL |
|---|---|
| DESIGNATION: | HIS SUPPORT ENGINEER |
| DURATION: | APRIL 2021 TO TILL DATE |

## WORKING EXPERIENCE

- Currently working as a **HIS(Hospital Information System)** Support Engineer **VENKATESHWAR HOSPITAL DWARKA NEW DELHI** from April 2021.
- 5 Years experience as a IT-Executive in **ARTEMIS HOSPITAL GURGAON** from May 2016 April2021.
- 7 Months experience as a Desktop Support Engineer **INTEGLIO SOLUTION JANAKPUR**I from August 2015 to February 2016.

## Responsibility

- Provide technical support laptop and desktop related problems
- eHIS: User management (New user creation, User deactivation)
- Support and troubleshoot the HIS System Problem.
- EMR training, template creation, Rights handling.
- Thoroughly involved in HIS Module like: **Administration, Appointment, Registration, EMR, Clinical master, ATD, Billing, LIS, RIS, LIS Setup, Inventory, Inventory Setup, Blood Bank, Ward management, Reports,** etc**.**
- Mobile App (**PHR** – Patient health record and Executive App)
- Clinical Training to end users like Doctors, Nurse.

- Communicate with Vendors to Call Closure.
- Install & maintain and attend user's problem calls.
- User's related rights and permission handling.
- InstaRISPACS ID Creation, Permission and Meddiff Support for PACS.
- Networking & hardware support to all function
- Install & update Operating System and other Software's
- Backup of user data on weekly basis
- Installation and troubleshooting of Windows XP, 7, 8, 10
- Installation, up-gradation and routine check up of Antivirus software in clients Systems
- Outlook configuration using Microsoft Exchange service
- Managing, Maintaining and troubleshooting on Exchange and Outlook clients
- User's **PST backup** and restoration.
- Providing Support in ERP which is **eHIS Application** (electronic Hospitalization Information System).
- Providing **24 x 7 supports** for Hardware / Software and Networking
- Ordering of computer supplies and keeping of inventory
- Helpdesk support role with demonstrated proficiency in troubleshooting and technical problem solving
- Manage User/groups on Active Directory Domain Services
- Managing **Office 365 Cloud Services** such as Email ID creation/deletion, mail forwarding, Group Creation, Authentication on user and group level.

## TECHNICAL SKILLS

- Troubleshooting Software problems, Installing, Uninstalling, and configuring all type of Application Software
- Configurations of Network & Local printer
- First Level LAN support & working on, HUB, Switch and wireless router
- Printer Installation and troubleshooting at End user side.
- MS Outlook configuration, Outlook backup & restore.
- For AMC Case follows up with Hindustan compo, Lenovo, IBM, HP, Ice Warp and different software according to user requirement.
- Assembling & Dissembling, Installation, Configuring installation and maintenance of Hardware.
- Comfortable in installing all types of software operating system.
- Inventory Management all assets of IT

## EDUCATIONAL QALIFICATION

| DEGREE | YEAR | UNIVERSITY/ BOARD | PERCENTAGE |
|--------|------|-------------------|------------|
| BCA | 2014 | CCS MEERUT | 65% |
| 12th | 2011 | UP Board | 62% |
| 10th | 2009 | UP Board | 58% |

## PROFESSIONAL CERTIFICATION
- Basics of computers from Skylark Technologies Muzaffarnagar
- Computer Hardware, Networking from Roman Technologies South ex. New Delhi

## PERSONAL DETAILS
Father's name:    Mohd Shamshad Alam
Date of Birth:    10th Oct 1993
Gender:    Male
Nationality:    Indian
Marital Status:    Married

**Date:**    **PLACE:**