

# Rajkumar Govindaswamy

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**QMS 9001 Lead Auditor**  
**ISMS 27001 Lead Auditor**



## CAREER PROFILE

A committed and highly focused professional, having overall **14 Years** of experience in Healthcare Sector and IT Sector. Primarily experienced and specialized in Administration, Quality, Implementation and Database Management with Auditing Skills.

## PROFESSIONAL STRENGTHS

- Ability to perform tasks as per the policies and procedures of the organization.
- Possess good management, team coordination, leadership and supervisory skills.
- Handled the tasks of interviewing, hiring, evaluating and training new administrative staff.
- High interpersonal and communication skills.
- Ability to develop and maintain good relationship with staff.
- Effective and creative problem-solver with ability to work under considerable pressure.
- Expertise in QMS, ISMS, EMS, NABH standards.
- Familiar with Microsoft SQL Servers, Windows Operating Systems and Windows Servers.
- Performed other administrative tasks as per requirements.

## EDUCATION

- **M.B.A., Hospital Management**, Alagappa University, Year 2015.
- **M.C.A., Computer Application**, Indira Gandhi National Open University, Year 2005.
- **B.Sc., Mathematics**, University of Madras, Year 2000.

## CERTIFICATIONS

- **Lead Auditor in QMS ISO 9001:2015**, BSI Group India Pvt. Ltd., Year 2018
- **Lead Auditor in ISMS ISO 27001:2013**, BSI Group India Pvt. Ltd., Year 2017
- **Internal Auditor in QMS ISO 9001:2015**, TUV SUD South Asia Pvt. Ltd., Year 2017
- **BLS, ACLS**, National Health Care Provider Solutions, Year 2017
- **Microsoft SQL Database Administration**, SQL School, Year 2017
- **MCP, MCSA SQL 2016 Database Administration**, Microsoft, Year 2017, 2018
- **SSMS, SSIS, SSRS, ETL using SSIS**, Udemy, Year 2017
- **Microsoft Dot Net Technologies**, Infitech Global, Year 2007
- **Certificate in Computing**, IGNOU, Year 2001
- **PC - Operation and Maintenance**, The Complete PC Hardware Education, Year 1999

## PROFESSIONAL EXPERIENCE

- **APOLLO HOSPITALS GROUP**, Management Representative and IT Executive since Nov' 2007
- **CIBI SYSTEMS**, Software Developer, from July 2005 to June 2007
- **LCC INFO TECH**, Teaching Faculty cum Technical Executive, from July 2000 to October 2002

## PROFESSIONAL SKILLS

- **Quality** : LA QMS 9001, LA ISMS 27001, NABH, Internal Audits
- **Databases** : MCP, MCSA, MS SQL Server 2000/2005/2008/2012/2014/2016
- **Operating Systems** : **Windows** - XP/7/8/10, **Servers** - 2000/2003/2008/2012
- **SQL Tools** : SSMS, SSIS, SSAS, SSRS, Profiler, Query Analyzer, Import/Export Wizard
- **Office Tools** : Microsoft Office, Microsoft Outlook

## KEY ACCOMPLISHMENTS

- Successfully got ISO 9001:2008 & ISO 9001:2015 Certification, NABH Accreditation for Hospital.
- Successfully Implemented the "Hospital Management System" Application.
- Successfully Implemented the "Backbone Hospital Information Management System" Web Application.
- Successfully Implemented, Installed and Configured IBM "Tower Servers" and "Blade Servers".
- Successfully Implemented, Installed and Configured "Two Bay-NAS" and "Four-Bay NAS" for File Backups.

## PERSONAL DETAILS

- **Father Name** : Govindaswamy
- **Address** : No.33/20, Pillaiyar Kovil Street, Rangapuram, Vellore-632009, Tamilnadu, India
- **Nationality** : Indian
- **Date of Birth** : 21<sup>st</sup> January 1979
- **Marital Status** : Single
- **Languages Known** : English, Tamil

## HOBBIES AND INTERESTS

- Badminton, Web Surfing, Listening to Music, Carrom Board, Cricket

## PASSPORT DETAILS

- **Passport Number** : **K3854711**
- **Issue Date** : **11-06-2012**
- **Expiry Date** : **10-06-2022**
- **Place of Issue** : **Chennai**

## REFERENCE

- Will be furnished upon request.

## PROFESSIONAL EXPERIENCE in DETAIL

### Management Representative [Administration/Quality], Apollo-Vellore

- Overall planning, control, co-ordination and direction of quality management services in the hospital and reporting day to day activities to top management.
- Focused and adaptable hospital quality consultant with strong background in all aspects of the healthcare quality assurance.
- Monitoring the quality control in the hospital through quality indicator, incidents reports and analyzing the root cause analysis and taking necessary corrective actions in the department.
- Trained in QMS, ISMS, NABH, JCI standards and attended several in house training programs on implementation of standards in hospitals.
- Performing ISO and NABH internal auditing for quality management system.
- Conducting regular Internal Quality Audit and Management Review Meeting for the hospital and taking responsibilities of the hospital facing final audit and its accreditation process.
- Handled the tasks of implementing plans for health programs, services and quality initiatives.
- Training quality team, hospital staffs in ISO & NABH accreditation standards and how to implement those.
- Assist the department heads in preparing their policies, procedures and departmental manuals for operating accreditation standards.
- Assist the accreditation coordinator in evaluating the CQI results and formulating necessary correction.
- Prepare and submit monthly reports to management relating to customer feedback, hospital systems, compliance and incidents.
- Identify relevant legislative requirements and helping the top management in devising, documenting, implementing and monitoring the quality management system.
- Handled financial operations like planning budgets and authorizing expenditures according to the requirements.

### IT Executive [Senior Product/Data Manager], Apollo-Vellore

**Platform used: Windows Server 2000/2003/2008/2012, RDBMS: MS-SQL Server 2000/2008/2012**

- As a product manager, responsible for implementing HIMS and its maintenance operations.
- Reporting MIS reports as required to management executives and departmental heads.
- Responsible for user rights and roll allocation of HIMS and giving good orientation/training sessions for new employees to help them to adapt quickly on HIMS.
- Managing disaster recovery process and taking backup depending upon requirements.
- Performing application data corrections/quality checks/ad-hoc tasks using SQL Server tools SSMS & SQL Server Agent.
- Managing ability mail-server and creating users accounts, upgrading securities like anti-virus, firewall etc.
- Responsible to ensure that IT Audit points are implemented as per relevant standard operating procedures and Keep updated with latest technology and security risks on a regular basis.
- HIMS Log: keep and update a logbook of system software maintenance routines, frequent faults, along with solutions to problems.
- Experience in administering SQL database infrastructure and DBA activities.
- Performed ETL loads from various heterogeneous sources like MS Access, Excel, CSV, Flat File using OLE DB connection with the help of SSIS.
- Experience in trouble shooting and fine-tuning database objects for its performance and concurrency.
- Expertise in generating reports using SQL Server Reporting Services, Crystal Reports and Microsoft Excel Spreadsheets.
- Experience in handling all types of user queries, troubleshooting and system administration activities on both Server and Desktop on Windows machines.
- Experience in scheduling backups and restore, maintenance plans for disaster recovery solutions using Log Shipping, Transactional and Merge Replication.
- Manage communication between software, hardware vendors for purchasing, customization of Form, Reports and other IT Supplies.

### Software Developer, CIBI-Vellore

- As a Software Developer, my task is to develop the College Projects.
- Also responsible for giving training to the new recruits.
- VB 6.0 is used as a Front-End with Oracle, SQL Server 2000 as a Back-End.

### Teaching Faculty cum Technical Executive, LCC-Vellore

- As a Teaching Faculty, My task is to give training to the new recruits in MS-DOS, C, C++, VC++, Visual Basic 6.0, Oracle, Microsoft Office, CorelDraw and Internet.
- As a Technical Executive, I Supported in Installation, Configuration and Upgrading the Hardware/Software.

## PROJECTS HANDLED @ APOLLO HOSPITAL GROUP

**Project #1 : Hospital Information Management System (HIMS)**  
**Role : Software Implementation and Support**  
**Platform : Windows 2008 Server, ASP, Java Script, VB Script, HTML, MS-SQL Server 2008**  
**Period : January 2016 to June 2016**

### Responsibilities:-

- A Web based HIMS is a comprehensive, integrated information system designed to manage all the aspects of a hospital's operation, such as medical, administrative, financial, and legal issues and the corresponding processing of services.
- Having 3-tier architecture with MS SQL Server 2008 as the backend database server. User Interface is prepared in Visual Studio.Net
- Played an extensive role in creating a statistical database for the internal use of the hospital and Top Management.
- Implements the HIMS work plan for the all Departments and meets the staff to identify any problems, take measures, and resolves it.
- Identifies and manages continuous process improvement on software implementation.
- Assist in modification of specific Standard Operating Procedures (SOPs) and User Manuals of HIMS.
- To work closely with the development team in discussing feedback, post-implementation reviews and to document lessons learnt.
- Responsible for conducting the testing, thereafter analyze the results and then submit the observations to the development team.
- To issue a survey at the completion of implementation to determine the perspective on the overall project.

**Project #2 : Hospital Management System (HMS)**  
**Role : Software Implementation and Support**  
**Platforms : Windows 2003 Server, Visual basic, MS-SQL Server 2000**  
**Period : January 2008 to August 2008**

### Responsibilities:-

- A Hospital Management System (HMS) is application based software that facilitates managing the functioning of the hospital or any medical set up. This software will help in making the whole functioning paperless. It integrates all the information regarding patients, doctors, staff, hospital administrative details etc. into one package.
- It is application project having 3-tier architecture with MS SQL Server 2000 as the backend database server. User Interface is prepared in Visual basic.
- The intentions of the system are to reduce over-time pay and increase the number of patients that can be treated accurately.
- The system also provides excellent security of data at every level of user-system interaction and also provides robust & reliable storage and backup facilities.
- Implements the HMS work plan for the all Departments and meets the staff to identify any problems, take measures, and resolves it.
- To communicate with the development/ product management team regarding all implementation related customizations.
- To monitor every step of the implementation process, project progress and proactively identify potential issues and address them in a timely manner.
- To monitor the efficiency and effectiveness of all database resources and thus, keep the flow of work uninterrupted owing to technology.
- Consulting with team members to determine training requirements.
- Responsible for conducting the testing, thereafter analyze the results and then submit observations to the software development team.
- To issue a survey at the completion of implementation to determine the perspective on the overall project.