

# MANOJ M

## SUMMARY:

- A competent professional with 7+ years of experience in Healthcare IT
- Experience in the enterprise implementations of healthcare applications.
- Experience in Medical Instrument integration and Healthcare Interoperability.
- Knowledge on Integration engine like Mirth Connect and equivalent Interface Engines.
- Expertise in end-to-end implementation of various projects.
- Experience in the software project implementation life cycle involving project planning, implementation, testing and delivery.
- Holding review meetings to monitor progress of the project as per schedule & ensuring timely completion and delivery of project to the client.
- An effective communicator and Team leader with excellent problem-solving skills.
- Being a SQL Expert, I have used my SQL skills in retrieving the reports for analysis and performed various database level backup and restore operations as necessary.
- Knowledge on DICOM, HL7 v2 messages (ADT, ORM, OMG and SIU message types), HIPAA compliance and EMR/HIS.
- Knowledge on FlexNet Licensing.
- Service Order and ticket management on SAP CRM.
- Expert in Windows Operating System and troubleshooting OS/Networking problems.
- Good understanding on concepts like Active Directories, Networking Protocols, TCP/IP, SSO, LDAP, VNA, VPN etc.,

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## CORE COMPETENCIES

- Overseeing the entire product lifecycle as well as feasibility through scoping, requirements definition through design, development, testing, integration, and implementation.
  - Responsible for client/user interaction to do requirement gathering, risk assessment and discussions for effort/cost/time estimation and client coordination and reporting
  - Maintaining coordination between cross-functional/ teams located at various regions for ensuring delivery of the project.
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## EMPLOYMENT

### May 2016-Present – Varl Gureiss India Pvt. Ltd.

**Designation:** Remote Support Engineer (May 2016-May July 2020)

**Designation:** Remote Support Specialist (August 2020 – Present)

FORUM level 1 certified engineer, DICOM, HL7 interfaces using Mirth (ADT,ORM, OMG, SIU) and application level knowledge on various Ophthalmic Instruments.

### April 2014-April 2016 – N-Modern Technologies

**Designation:** Application Analyst

HL7 interfaces, FFP and FFT template design and development, XML.

### Sep 2013-Apr 2014 – Technological India private Ltd

**Designation:** Authoring Engineer

Java, Sonic Scenarist (DVD authoring tool)

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## SKILLS

- HL7 interfaces : Mirth (Nextgen connect) and Similar customized interfaces.
  - DICOM and PACS
  - Understanding of HIPAA and US Healthcare.
  - C ,C++ and JAVA programming.
  - HTML5, CSS, XML, JSON and JavaScript
  - MySQL, Interbase.
  - Knowledge on Microsoft Windows 10 and Windows server.
  - Networking.
  - Windows Batch file scripting and PowerShell scripting
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## PROJECTS

### Remote Support Specialist - FORUM (USA)

Since May'16

#### Description

**Varl Gureiss™** is an Eye Care Data Management software based on DICOM standard, FORUM provides a simple and cost effective way to stream line the practices imaging workflow. Additionally FORUM provides a clinically relevant programs for the doctor to use which supports in decision making and to consult the patients. In short it allows the Ophthalmologist the ability to make their practice a paperless environment.

**Responsibilities:**

- Requirement gathering, scheduling, handling update meetings, Installation/upgrades/Migration and product delivery.
- Performing Remote installation of FORUM, Instrument Review software, Gateway setup and FORUM clinical plugins.
- Performing FORUM upgrades , Data migration/ Data Cleansing tasks, HL7 Interface development and Integration.
- Connecting the Ophthalmic Instruments (DICOM/NON-DICOM) to FORUM.
- Integration of FORUM and Ophthalmic Diagnostic instruments with customers EMR/HIS/PACS systems Ex. NextGen, Merge PACS, Eyefinity, IntelliPACS.
- Providing support to the end users and troubleshooting the issues remotely.
- License activation, re-hosting and Deployment using FlexNet.
- Webex trainings to Prospective customer/clients on our application.
- Handling tickets and service orders on CRM.
- Support to 3<sup>rd</sup> party vendors to integrate their Instrument with our application.
- Hold meetings with customer IT team, 3<sup>rd</sup> Party instrument vendors and EMR/HIS vendors for installation and upgrade requirements.
- Report bugs and encountered issues with the application to 2<sup>nd</sup> level and development Teams.
- Preparing Briefing and Service reports on the remote operations performed.
- Writing Batch and Powershell Scripts for automating manual processes encountered during installation.

**N-Modern Technologies™****Jan'15- May' 16 FFT, USA****Description**

Fluency for Transcription™ with Document Insights allows you to monitor quality and transcription workflows as well as give physicians the ability to dictate and perform real-time editing of their own speech recognized reports. It provides the flexibility your organization needs to improve the entire transcription process Fluency for Transcription also helps your transcription team improve productivity while helping you to optimize turnaround time, quality, and accuracy of your documentation. Improved documentation ensures you're better prepared for physician reviews, downstream coding processes, and collaboration with other physicians

**Responsibilities:**

- Gathering the requirements, Impact analysis
- Creating ASR templates using customized plugins and XML scripting for automatic speech to text conversion and to feed them to the software for generating final reports.
- Performance enhancements in back end and Bug fixing
- Providing support to the end users and troubleshooting the issues remotely.

SV Trainings

**Description**

It is a web based transcription solution that enables your practice to be more efficient, profitable and compliant. With its for Practices, you will simplify your clinical documentation process through accurate, reliable and secure transcription of your notes and letters into digital documents, based on your personalized templates. There is no need for extensive IT resources or any upfront investment. Designed to enhance efficiency and preserve your natural workflow, for Practices allows you to stay focused on what really matters for your patients. N Modern Fluency for Practices assists physicians in telling the complete patient story using a smartphone, traditional phone or digital recorder. It provides a robust cloud-based document management platform that allows both physicians and practice administrators to readily access and distribute all patient-related information.

**Responsibilities:**

- Gathering the requirements, Impact analysis
- Creating ASR templates for transcription and report generation.
- Performance enhancements in back end and Bug fixing
- Providing support to the end users and troubleshooting the issues remotely.