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M. Ajmeer Khan Bin M. Shahmir Khan

Career Objectives:

I would like to expose myself in a challenging working environment and practice the knowledge that I have gained throughout my working experience in hope of sustaining a successful career at your organization.

Personal Particular

Graduated with a Bachelor's Degree in Information Technology Specialize in Business System Design.

Name   : Muhammad Ajmeer Khan Bin Muhammad Shahmir Khan
Age   : 32 years
Date of Birth   : 14th August 1989
IC Number   : 890814-08-5443
Gender   : Male
Marital Status : Married
Nationality   : Malaysian
Address   : Residensi Rimbunan Petaling, 19-03A, Jalan 1/149L, Bandar Baru Seri Petaling,
                  57000 Kuala Lumpur

Education (Bachelor Degree)

2012 – 2013 SEGi University Kota Damansara (University of Abertay Dundee Scotland)
- Bachelor of Information Technology Specialize in Business System Design (University of Abertay Dundee Scotland).
- Graduation Date: December 2013

2008-2011 KDU College Penang
- Diploma in Computer Studies
- Graduation Date: May 2011
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Certification:

2021 NIOSH Certification OSH Management System (CQI & IRCA Certified course)
- ISO 45001:2018 Lead Auditor (Occupational Health and Safety Management System)

2013: Introduction to ORACLE R11
- SQL/MySQL by Oracle

2014: MedCubes Healthcare Software Training Customization
- Certified System Integrator

2014: Fire Bridget Basic Course of Fire Training by KPJ Healthcare Berhad

Personal Traits:

- Ability as a fast learner and have good communication skills and being able to write and speak clearly
- Able to work efficiently in team or independently with minimal supervision.
- Leadership and being able to take the initiative if the need arises considering the benefit factor
- Willing to learn and take up challenging responsibilities
- Able to adapt on changes and willing to learn new skills that will enhance my career further for a more promising future
- Working in a team also requires the ability to be flexible.
- Ability to manage to work under pressure
- Build solid relationships with clients that will ensure great value
- Skill in operating a personal computer utilizing a variety software application such MySQL.

Working Experience:

April 2020 – On-going (Contract)

HIS/EMR Application Support Specialist – Theta-Edge Berhad

- Gathering and analysing business requirements during Proof Of Product (POC), SPRINT and UAT in order to develop appropriate HIS application solutions, technical design, business processes and operations.
- Act as 2nd line of support on HIS applications issues and escalate complex issue to respective development team in a timely manner to achieve and maintain user satisfaction.
- Establish communication and understanding between user and vendor on user needs and priorities.
- Ensure service level adherence
- Preparation of documents based on POC and SPRINT requirements and to be handed over to respective IJN users for approval of the HIS system which follows based on their requirements or hospital policies.
- Making sure application readiness after customization request given by users to the respective consultants involve before presentation session.
- Provide technical support and investigate issues in internal applications.

April 2018 - March 2019 (KL Team Retrenchment)

Application Support Specialist (Level 2) Technical Operations – Tungsten Network:

- Understand Tungsten Network applications and infrastructure and know how to utilize tools to investigate problems reported in each. Ability to use log aggregation tools such as SPLUNK or track errors through raw logs (tail/grep).
- Act as second line of support for business users performing problem investigations for client facing support teams.
- Provide technical support on internal application and software. Deploying and maintaining Production and Staging environment database as well as supporting applications.
- Solving medium to high complexity applications related incidents from both client (user portals) and internal (OBi).
- Work together with Development team and raising development related incidents which require hotfix on applications.
- Keeps track of application changes with version control and making sure release management is kept.
- Suggest and apply changes in application on demand such as Reference Data, Operational Parameters, bulk modification via PL/SQL. Regularly check performance/health check of supported applications within organisation. Maintaining/updating SQL scripts and technical documentations within the team.

<div align="center">**April 2016 – April 2017 (Contract)**</div>

Oracle Test Analyst - InoApps

- Support and test the FULL Fusion R11 and R12 Oracle applications suite including Oracle Cloud Applications, Oracle E-Business Suite, HRMS and Oracle CRM.
- Understanding the Oracle Fusion Financial Cloud applications provided and software development process.
- Responsible for ORACLE Fusion testing for complete Finance system on each different platform and company:
  - HCM, Payables, GL, Fixed Assets, Expenses, Procurement, Payroll, Payment, Roles.
- E-Business Suite and ERP Cloud Implementation trainee
- Major role support on Oracle EBS 11i, 12i, R12, Oracle Finance R11 & R12 Oracle cloud update.
- Initial implementation training and competency of users
- Interface testing and commissioning
- Preparation and ensure system readiness
- Isolate additional requests as system and process enhancement
- System review and compile feedback and issues on Oracle Service Now requests.

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Mei 2015 – April 2016

IT Executive – Mediconsult Sdn Bhd
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- Working experience in Active Directory, Servers, Office 365 deployment, servers, Outlook, Windows applications, VMWare and IT Remote applications.
- Responsible on handling Active Directory Environment which involves user data and Windows.
- Monitoring pending helpdesk and issues of the system.
- Attend and troubleshoot on user queries for both hardware and software applications.
- Handles delivery order, submission of invoices with Finance Dept and carry out IT Audit
- Provide support to internal users relating to technical issues such as IT hardware, software and IT peripheral problems.
- Maintain and administer computer networks and related computing environments within the company.
- Giving out consultation on introducing HIS (Hospital Information System) to clients on Hospital Projects.

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Mei 2014 – Mei 2015 (Contract)

Project Supervisor - KPJ Healthcare Berhad
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- Application customizer for basic requirement within the standard implementation and system enhancement from the users (Doctors, Nurse and Pharmacists).
- Application configuration and setup and HIS Project Implementation (KCIS Information system)
- System preliminary study and SDLC – system process flow vs operation flows.
- Project leader to lead and supervise the project implementation
- Project leader to train selected local IT to be ready for system rollout by users and doctors.
- Initial implementation training and competency of users and doctors
- Interface testing and commissioning
- Issue management on daily basis
- Isolate additional requests as system and process enhancement
- Implementation strategies for users and Doctor's rollout in stages and to Go Live.
- System review and compile feedback and request from users and doctors
- After handover, continues to function as helpline to assist and facilitate hospitals local IT to improve utilization User Manual Documentation

Projects involve:

1) **Project : KCIS Website System**
   Duration   : October 2014 – January 2015 (4 months)
   This project was done by me and my team. It is designed to learn the KCIS Healthcare system as user manual for the Consultants, Medical Officer and Nurses. Mostly includes User Manuals and videos of KCIS. System is quite simple but attractive to look at. Much time were spent due to quite busy developing KCIS2 system with MedCubes.

2) **Project   : KCIS2 Software System**
   Duration   : Completed July 2015
   KCIS 2 will replace KCIS as much newer and futuristic interface software for the hospital to use. It is basically a system to input patient details and analysis. KCIS were introduced in-order to be paperless in most of the hospitals. KCIS 2 has much more simple, futuristic, and attractive interface.

3) **Project   : HIS/EMR Health Insights (MCC) Implementation in IJN (Institute Jantung Negara)**
   Duration   : On-going
   Theta-edge and cooperation with Health Insights (Medicare Cloud) involves in implementation project of HIS/EMR system into IJN with the initiative to move towards paperless environment.

Working Experience

Year 2007   : **Warehouse Assistant -** The Store Sdn Bhd (After SPM)

Sept – Dec 2013   : **Internship** - Qinetics Solutions Sdn Bhd

Mei 2014 – Mei 2015   : **Project Supervisor Corporate Exec. / Application Customizer (Contract)**

  KPJ HealthCare Berhad (AHCS – Advanced HealthCare Solutions)

Mei 2015 – April 2016   : **IT Executive** - (Mediconsult Sdn Bhd)

April 2016 – May 2017   : **Oracle Test Analyst & Functional** – Inoapps SDN BHD (1 year Contract)

April 2018 – Mar 2019   : **Application Support Specialist (Level 2) Technical Operations -** Tungsten Network

Preferences:

- ✓ Willing to relocate   :   Yes
- ✓ Possess own transport and willing to travel: Yes

REFEREES

1) Muhammad Nahrul Khair Bin Rodzuan
   System Support / Project Lead
   Theta-Edge Berhad
   +6017 384 6507

2) Nur Atilia Binti Idris
   HIS/EMR Application Specialist
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3) Muhammad Faiq Bin Bakhtyar
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4) Thinakaran Singaram
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