

# Neha Male

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**Male House, near Sony Sports, Versova-Yari Road, Andheri(W). Mumbai-400061. | +91-9870152791/+91 9967610566 | [nehamale@gmail.com](mailto:nehamale@gmail.com) | Sex: Female | Date of Birth: 07July, 1996**

## OBJECTIVE:

To pursue a challenging career and be a part of progressive organization that gives a scope to enhance my knowledge and utilize my skills towards the growth of the organization.

## EXPERIENCE:

### Tata Communications Limited

#### Technical Support Executive – October 2018 - 18<sup>th</sup> May 2019

- Maintenance and monitoring of computer networks and systems and performing first level troubleshooting
- First Call Resolution. Guiding client through corrective steps
- Improve Client references by writing and maintaining documentation.

### EClinicalWorks

#### Interface Implementation Specialist – 27<sup>th</sup> May 2019 – Present

- Interface Setup: Interface setup on client's server machine, Uni to Bi upgrade
- MySQL install and upgrade.
- Database maintenance: backup, restore, recovery, Database setup.
- Extracted data and maintained databases from over 3000 clients EHR system
- Performed full interface build and lifecycle support gap analysis, requirements, documentations, detailed design, implementation and functionality testing and go-live implementation
- Worked on Jira Tool.
- Worked with network team to setup SSL, DNS, Certificates and VPN Tunnels.
- Develop and provide subject matter expertise in HL7 based Patient Management (PM) and Clinical interfaces
- Lead the coordination of all interface implementation tasks involving third party vendors as well as provide consultation to clients on system implementation
- Conducting Kick off call with client and vendor to discuss the scope of project, gather interface related documents like connectivity worksheet, compendium, and Health Level 7 specifications documents, and define the project timeline
- Configure HL7 based Laboratory (Lab), Radiology (DI) and Departmental (Dept.) interfaces like Quest, LabCorp, Bio Reference and others
- Strong Knowledge of Compendiums
- Identify and implement different type of connectivity like File Based, TCP/IP, SFTP, Hub & Spoke to be used with configured interface as per the vendor's defined methodology
- Validate the functionality of an implemented interface by executing test cases and documenting results
- Installed and configured web servers like APACHE, TOMCAT and RDBMS systems like MySQL and SQL Server

- Ability to fix bugs & issues along with software developers and Document the findings/resolutions for future reference of team members
- Maintain project reports for performance monitoring
- Review behavior of the interface in post-implementation phase
- Handling escalations. Adhering to HIPPA rules and regulations.

### TECHNICAL SKILLS:

HL7, MSSQL, MYSQL, PYTHON, C, HTML, Microsoft Office.

### PERSONAL Skills:

- Verbal Communication, Phones Skills
- Customer Service, Quality Focus
- Ability to acquire new skills quickly
- Ability to build relationships and set up trust rapidly
- Ability to cope with different situations

### EDUCATION:

Degree	Institute / School	Board	Year	Results
<b>Bachelor of Engineering (EXTC)</b>	PVPP College of Engineering	Mumbai University	2018	7.24 (CGPA)
<b>Diploma (EXTC)</b>	Manohar Phalke Polytechnic	MSBTE	2015	71.59%
<b>SSC</b>	S.C.D Barfivala High School	Maharashtra State Board	2012	75.64%

### KEY PROJECTS:

#### Final Year Graduation Project:

#### Compact Ultra-Wide Band filter with Notched ISM Band

Worked on design, fabrication and testing of bandpass UWB filter which rejects ISM band.

### ACTIVITIES:

#### Positions of Responsibility

- Worked as coordinator with 'Technical Fest Oscillation' under IETE 2017
- Worked as a member of 'Technical Fest Oscillation' under IETE 2016
- Member of the IEEE Student Chapter of PVPPCOE, Mumbai

#### Hobbies:

- Amateur Astronomy •Reading •Fashion