

MIDHUN SURESH

Project Engineer | Healthcare Technology | IT Infrastructure | Software Solutions

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PROFESSIONAL SUMMARY

Project Engineer with **10+ years of IT experience, including 8+ years of GCC experience**, delivering healthcare technology and IT infrastructure projects across the UAE, Saudi Arabia, Kuwait, Oman, and Bahrain. Experienced in project execution, system installation, testing, commissioning, network administration, ELV systems, and enterprise technical support. Skilled in healthcare communication systems, technical team coordination, client training, vendor coordination, and developing software solutions to improve operational efficiency. Currently exploring self-hosted AI technologies and automation tools for productivity improvement and workflow optimization.

CORE SKILLS

- **Project Delivery:** Project Management, System Installation, Testing & Commissioning, Client Coordination, Vendor Management, Technical Documentation
- **Healthcare Technology:** Healthcare IT, ZKR Nurse Call Systems, IP Nurse Call Systems, Hospital Communication Systems, ELV Systems, CCTV & Access Control
- **Infrastructure & Networking:** IT Infrastructure, Network Administration, Routing & Switching, VLAN, VPN, VoIP, Windows & Linux Administration
- **Software & Automation:** Python Scripting, Web Application Development, Process Automation, Database Management
- **Technical Support:** Troubleshooting, Preventive Maintenance, End User Training, System Handover

PROFESSIONAL EXPERIENCE

NOI TECHNOLOGIES, DUBAI UAE

Project Engineer, Feb 2023 – till date

- Managed delivery of healthcare technology and IT infrastructure projects across five GCC countries including UAE, Saudi Arabia, Kuwait, Oman, and Bahrain.
- Managed project planning, installation, testing, commissioning, and handover.
- Coordinated technical teams, contractors, and vendors to ensure successful project execution.
- Led deployment of a **300-bed healthcare facility** in Oman.
- Conducted **ZKR Nurse Call System** training for **200+ medical staff**.

- Developed web-based applications for the **ZKR Nurse Call System** to improve operational workflows.
- Built internal web tools to simplify project and service operations.
- Provided post-installation support, maintenance, and technical documentation.

Key Achievement: Successfully delivered healthcare infrastructure projects across **five GCC countries**, improving system reliability and customer satisfaction.

KANAD HOSPITAL, AL AIN UAE

IT Support Analyst, Aug 2021 – Jan 2023

- Supported hospital-wide IT infrastructure and users.
- Supported hospital IT infrastructure including endpoint systems, networking, VPN, Windows environments, and user services.
- Maintained Nurse Call, CCTV, and Access Control systems.
- Assisted with network and patient room upgrades.
- Managed ID card systems and WordPress website updates.

Key Achievement: Reduced IT ticket resolution time by **25%** through proactive support and user training.

NBTC GROUP, KUWAIT & UAE

Technical Support Associate, Oct 2017 – July 2021

- Implemented and supported a Time & Attendance system for 5,000+ employees across multiple project locations.
- Managed IT infrastructure supporting **1,000+ users**.
- Deployed CCTV and enterprise Wi-Fi for **1,300+ users**.
- Provided IT support using Freshservice.
- Managed servers, networking, and IT assets.

Key Achievement: Automated attendance reporting, reducing HR processing time by **30%**.

CEZENTECH PVT. LTD

IT Engineer, Aug 2015 – Oct 2017

- Supported IT infrastructure at the CAIR DRDO Campus.
- Maintained **60+ network devices** and **1,000+ systems**.
- Installed network hardware and performed preventive maintenance.

Key Achievement: Improved system reliability by **15%** through preventive maintenance.

KEY PROJECT EXPERIENCE

Healthcare Technology Projects

- Delivered Nurse Call System installations across hospitals and clinics in the GCC.
- Commissioned a **300-bed healthcare facility in Oman**.
- Trained **200+ healthcare professionals** on the ZKR Nurse Call System.

Software Development & Automation

- Developed web-based tools for ZKR Nurse Call System support and operational workflow improvement.
- Created Python-based utilities for monitoring, reporting, troubleshooting, and task automation.

IT Infrastructure Projects

- Designed CCTV and Wi-Fi infrastructure supporting **1,300+ users**.
- Upgraded network racks, switches, and structured cabling.
- Implemented secure FTP services with automated cloud backup solutions.

TECHNICAL SKILLS

- **Networking**
TCP/IP, Routing, Switching, VLAN, Subnetting, VPN (OpenVPN, WireGuard), VoIP/SIP, Wi-Fi Networks, Network Troubleshooting
- **Healthcare & ELV Systems**
ZKR Nurse Call System, IP Nurse Call Systems, Hospital Communication Systems, CCTV, Access Control, System Commissioning
- **Systems Administration**
Linux, Windows Server, Virtual Machines, Backup Solutions, FTP/SFTP Services
- **Software Development**
Python, PHP, JavaScript, HTML/CSS, MySQL, API Integration
- **Tools & Platforms**
VS Code, GitHub, Microsoft 365, Google Workspace, WordPress, Freshservice
- **Emerging Technologies**
Local LLM Testing (Beginner), Ollama, Open WebUI, AI-Assisted Development

EDUCATION

KERALA UNIVERSITY

Bachelor of Technology in Computer Science Engineering, 2011-2015
Completed 4-year undergraduate program

KERALA STATE BOARD

HSE Computer Science, 2009-2011

PERSONAL PROJECTS

Healthcare Web Applications

Developed web-based tools for healthcare workflow support, system monitoring, and operational improvements.

IT Automation Tools

Created Python-based utilities for monitoring, reporting, troubleshooting, and automating repetitive IT tasks.

Local AI & Self-Hosted Environment

Configured local LLM environments using open-source models for learning, experimentation, and exploring AI-assisted workflows.

Self-Hosted Development Environment

Built local testing environments for web applications, automation projects, and infrastructure experiments.

INTERESTS

- AI-Assisted Development Workflows
- Local LLM & Open-Source AI Technologies
- Homelab and Self-Hosting
- Web Application Development
- Networking and Emerging Technologies
- Continuous Technical Learning