

Ioannis Rouvas

Lab IT Solutions & Workflow Automation Specialist

A dedicated technology professional with more than 20 years experience managing enterprise implementations of healthcare lab automation, blood bank, EMR, and lab information systems. Expert in gathering, analyzing and defining business and functional requirements, leading data-modeling and process-mapping initiatives and designing processes, workflows and automated solutions for healthcare systems and networks. Proven ability to lead seamless implementations and deliver next-generation technical solutions improving revenues, margins and workplace productivity.

PROFESSIONAL EXPERIENCE

ROCHE Diagnostics (Hellas) S.A.

Maroussi Greece
May 2016 - Now

CRM Consultant (Fixed-term Contract)

Country Project Manager for the roll-out of Project REXIS (SalesForce Cloud platform) CRM solution for Customer Support and Technical Services.

Key Results:

Lead the Country CRM roll-out / Change Management / Application Lifecycle Management
Business process analysis / Team Management / Key User Trainer.

ROCHE Diagnostics (Hellas) S.A.

Maroussi Greece
Nov 2007 - Jun 2015

Senior Workflow & IT Solutions Specialist

High Standard Consulting services for large-scale company's pre/meta-analytical automation and Lab IT solutions for hospitals and private clinics.

Key Results:

- High Standard Business Process mapping and workflow consultation for Lab Automation.
- Customer proposals/ presentations for Instrumentation / Workflow & Lab IT solutions.
- Customer training and troubleshooting on Roche pre-analytic, meta-analytic and middleware platforms.
- Laboratory workflow simulation and configuration - process optimisation.
- Laboratory visualisation and floor planning.

Computer Control Systems S.A.

Maroussi Greece
Sep 2001 - Oct 2007

Senior L.I.S. and Blood Bank Specialist

Installation, Configuration and support for L.I.S. solution MediLAB and Blood bank solution eAIMA
Windows Server hardware and software installation and configuration. Customer consultancy and training
First level customer support and troubleshooting

Key Results:

- Project Leader for company's reference site Venizeleio Hospital including different types of laboratories like Clinical Chemistry lab, Haematology lab, Cytology lab, etc.
- Project Leader for blood bank information system e-AIMA installed in Ippokrateion Hospital, Agia Olga, etc.

Medicon Hellas S.A.

Gerakas Greece
Jan 1995 - Aug 2001

L.I.S Specialist

Installation and support for inhouse L.I.S. Solution AnaLab.
Customer consultancy and training
First level customer support and troubleshooting

Key Results:

- More than 100 Installations of software nationwide
- Testing and planning of the new windows LIS solution

EDUCATION / COURSES

- **Technical Lyceum of Halandri**
Electronics
- **Microsoft Official Curriculum Athens, Greece**
 - Networking Essentials
 - Administering Microsoft Windows
 - Supporting Microsoft Windows In the Enterprise
- **E.E.D.E. Athens, Greece**
Emotional Intelligence to the workplace
- **RESPONSE Athens, Greece**
Customer Service Plus
- **Roche Workflow Solutions Rotkreuz, Switzerland**
 - Laboratory simulation tools
 - cobas IT Middleware / IT 3000/5000 / and IT 1000 service training
 - cobas data management and simulation tools
- **Roche GCS Mannheim, Germany**
Modular Pre-analytics
cobas p 512/p 612 and CCM training
- **Computer Control Systems S.A. Maroussi, Greece**
Oracle gi Installation, Administration and Performance Tuning



CONTACT DETAILS

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EXPERTISE

- Workflow Analysis and Simulation
- Project Management
- Workflow and regulatory issues (IVD)
- Lab organization / procedures
- Pre/Post Analytic Automation

HONORS & AWARDS

ROCHE Diagnostics (Hellas) S.A.

December 2010

Awarded with the O.C. Management Award as Workflow & IT Solutions Specialist at the annual awards of Roche Diagnostics Hellas S.A.

ORGANIZATIONS / MEMBERSHIPS

- Institute of Electrical and Electronics Engineers
- European Federation for Medical Informatics Association

LANGUAGES

- English
- Greek

ADDITIONAL SKILLS

- ASTM
- HL7
- Advance Networking / Subnetting
- Windows expert
- MS Office expert
- WEB IIS, Apache, PHP
- Oracle / SQL Server

PERSONAL INTERESTS

- Fishing
- Digital Photography
- Traveling

PERSONAL INFO

Birthday: December 18, 1974

Marital Status: Married

Military Obligations: Completed