

RYAN DOS SANTOS

Digital Health & Information Systems Leader

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PROFESSIONAL PROFILE

Digital health and information systems leader with 20+ years of experience across international public health, enterprise IT, and systems transformation. Experienced in supporting digital health strategy and implementation across WHO European Member States, with a foundation in IT infrastructure, ERP deployment, and organisational change. Combines governance advisory capability with hands-on systems implementation experience in complex, multi-stakeholder environments.

CORE COMPETENCIES

Digital Health Strategy | Health Information Systems (HIS) | IT Infrastructure
ERP Implementation (SAP) | Interoperability & Data Governance
Telehealth Implementation | Programme & Project Coordination
Change Management | Stakeholder Engagement | Business Continuity & IT Security

PROFESSIONAL EXPERIENCE

Technical Officer – Digital Health

WHO Regional Office for Europe, Copenhagen

2021 – Present

- Provide technical advisory support to Ministries of Health on digital health governance, strategy, and implementation under the Regional Digital Health Action Plan (2023–2030).
- Lead and contribute to Health Information Systems (HIS) maturity assessments, producing structured recommendations to inform national digital health roadmaps.
- Develop policy briefs, technical guidance, and regional knowledge products supporting digital transformation across 53 Member States.
- Contribute to cross-programme digitalisation initiatives (healthy ageing, AMR, workforce, One Health) and regional capacity-building activities.
- Support coordination of the Strategic Partners’ Initiative for Data & Digital Health (SPI-DDH).
- Co-author peer-reviewed research in digital health and healthy ageing.

IT Officer / eHealth Focal Point
PAHO/WHO Guyana Country Office
2016 – 2021

- Led development of a national eHealth Strategy using the WHO eHealth Strategy Toolkit in collaboration with the Ministry of Public Health.
- Coordinated feasibility studies and systems analyses for national electronic health information systems, informing structured recommendations on future architecture.
- Co-led development and pilot implementation of a national electronic Health Information System (GHIS), including project charter, HR planning, and change management framework.
- Contributed to successful IS4H telemedicine grant award (1 of 36 globally selected proposals), supporting expansion across multiple regions.
- Participated in Strategic Information Technical Working Groups advising on Information Systems for Health (IS4H) development.
- Managed ICT operations, infrastructure, business continuity, and IT planning for the WHO country office.

IT Systems Administrator
PAHO/WHO Guyana Country Office
2008 – 2016

- Managed servers, virtualisation, Exchange, SharePoint, and domain administration, ensuring stable and secure operations.
- Served as Change Management Agent for implementation of the PAHO/WHO Management Information System (PMIS) at country level.
- Supported ERP implementation and strengthened infrastructure resilience and business continuity mechanisms.
- Provided technical support for conferences, web platforms, and national health information system initiatives.

MIS Technical Manager
Demerara Distillers Limited (DDL Group)
2002 – 2008

- Headed MIS department across multi-site operations, overseeing infrastructure strategy and enterprise systems.
- Led SAP ERP rollout across national sites within six months as part of a structured change management process.
- Managed departmental budget, procurement, WAN infrastructure, firewall deployment, SQL Server administration, and enterprise security.
- Standardised IT infrastructure and strengthened remote management capabilities across distributed operations.

Data Processing Manager

New GPC Inc.

2000 – 2002

- Managed IT operations, systems maintenance, reporting, and network administration supporting manufacturing and distribution functions.
- Modernised reporting workflows and improved operational data reliability.

EDUCATION

- Master of Public Health (MPH), University of Suffolk (2026)
- Professional Master in eHealth Management, Rome Business School (2022)
- Postgraduate Certificate in Public Health, University of Roehampton (2019)
- BSc Computer Science, University of Guyana (1999)

SELECT PUBLICATIONS

- Use of Digital Health Technologies for Dementia Care, JMIR Mental Health (2025).
- Impact of COVID-19 on mHealth Adoption, International Journal of Medical Informatics (2024).
- Project Management Approach to Implementing EMRs, CARPHA (2018).

LANGUAGES

English (Native)

Danish (Beginner)

PERSONAL LIFE

Outside of work, I am a family-oriented professional, married with two children. I am passionate about photography and digital creativity, interests that sharpen my attention to detail and visual thinking. I also enjoy cooking, reading and gaming, which provide both creative expression and a sense of community. I value a healthy work-life balance and enjoy living in Copenhagen with my family.