

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 data governance. Experienced in supporting digital health strategy, health information systems governance, and data management frameworks across the WHO European Member States. Combines governance advisory capability with hands-on experience in digital systems, data lifecycle management, and AI governance within complex, multi-stakeholder and regulated environments.

CORE COMPETENCIES

Digital Health Strategy | Data Governance & Data Management Frameworks | Health Information Systems (HIS) | Data Lifecycle & Information Governance
AI Governance & Responsible AI | Regulated Data Environments (Health / MedTech)
ERP Implementation (SAP) | IT Infrastructure & Enterprise Systems | Interoperability & Data Standards | Telehealth Implementation | Programme & Project Coordination | Stakeholder Engagement | Change Management | 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, health data governance, and development of structured data management and digital transformation strategies under the Regional Digital Health Action Plan (2023–2030).
- Lead and contribute to Health Information Systems (HIS) maturity assessments, evaluating national data ecosystems including data governance, data quality, interoperability, and information lifecycle processes, producing structured recommendations for system strengthening.
- 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.

- Contribute to international guidance and training on the governance and responsible use of artificial intelligence in health systems, including participation in the development and delivery of WHO AI governance training initiatives.
 - Provide advisory input on emerging digital health and AI regulatory considerations, including awareness of EU AI Act principles, data governance standards, and good data practices relevant to health information systems
 - Support coordination of the WHO/Europe Strategic Partners' Initiative for Data and Digital Health (SPI-DDH), a multi-stakeholder platform bringing together governments, academia, and industry to develop collaborative approaches to digital health transformation, including health data governance, interoperability frameworks, and responsible AI in health systems.
 - Co-author peer-reviewed research in digital health and healthy ageing.
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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 structured systems analyses for national electronic health information systems, including assessment of data architecture, governance structures, and operational processes supporting health data management.
 - Co-led pilot implementation of a national electronic Health Information System (GHIS), including development of a project charter, structured implementation workplan, and supporting governance and operational procedures aligned with institutional quality and reporting processes.
 - 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.
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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)

Additional Knowledge:

EU AI Act | Medical Device Regulation (MDR Article 10) awareness | ALCOA+ data integrity principles

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)

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.