Charlene viljoen

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| 78 Willow Lane, Fourways, Johannesburg, South Africa | 082 785 6632 | CViljoen@gmail.com  **Experienced, detail-oriented healthcare administrator** with over 8 years of progressive experience in medical operations, compliance, and financial oversight within leading South African healthcare institutions. Proven ability to drive efficiency, ensure regulatory compliance, and lead cross-functional teams to deliver high-quality patient care outcomes. Strong background in healthcare systems management, budgeting, and strategic planning. | |
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| ExperiEnce **2019 – Present** **Operations Manager | Netcare Ltd | Johannesburg, South Africa** Leading operations for a major private hospital within one of South Africa’s largest healthcare groups.   * Managed administrative and clinical support services for a 250-bed facility * Oversaw budgeting and financial performance, reducing operational costs by 12% over 2 years * Coordinated multi-disciplinary teams to improve patient flow and reduce waiting times * Ensured compliance with Department of Health and HPCSA regulations * Spearheaded rollout of a digital patient records system in collaboration with IT   **2015 – 2019** **Medical Practice Administrator | Life Healthcare Group | Cape Town, South Africa** Responsible for the daily management of a multi-specialty medical practice.   * Supervised billing, scheduling, HR, and procurement functions * Implemented standard operating procedures that improved service delivery * Trained and managed a team of 12 administrative staff * Liaised with insurers and regulatory bodies to ensure accurate claims and audits * Improved patient satisfaction scores through operational enhancements | |
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| Education **Bachelor of Commerce in Health Management** University of Pretoria, South Africa | Graduated: 2014   * Focus: Healthcare Systems, Financial Management, Public Health Policy * Member of the Golden Key International Honour Society * Final Year Research: “Optimizing Operational Efficiency in Private Hospitals” | |
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| Skills | |
| * Healthcare Administration Systems (e.g., SAP for Healthcare, Med-e-Mass) * Financial Oversight & Budgeting * Regulatory Compliance (HPCSA, DOH) * Staff Leadership & Training | * Strategic Planning & Reporting * Medical Billing & Claims Management * Patient Satisfaction & Quality Assurance * Fluent in English and Afrikaans |