

# Dr Yousuf Mahomed

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• [website: drymahomed.netlify.app/](https://drymahomed.netlify.app/)

• My LinkedIn Profile: <https://www.linkedin.com/in/yousuf-mahomed-3b915a40/>

## About

- I am a recently qualified Salesforce Administrator with experience in front-end web development and design.
- As an innovative professional with a background in Emergency Medicine/General Practice, I leverage technology to enhance user experiences, streamline workflows, and develop educational tools across various sectors.
- My expertise extends beyond healthcare, allowing me to excel in various business environments that require efficient customer relationship management solutions.
- I am always seeking opportunities to collaborate and make a positive impact on business outcomes, regardless of the industry.

## Education

- Medical University of South Africa, MBChB (bachelor's in medicine & Surgery), 1997-2002
- [Salesforce Certified Administrator \(SCA\)](#)
- [Complete Salesforce App Builder Certification - UDEMY](#)
- [Complete Salesforce Administrator Course -UDEMY](#)
- [JavaScript, Algorithms & Data Structures -Free Code Camp](#)
- [Responsive Web Design - Free Code Camp](#)
- [Command Line Interface - Learn Enough Society](#)
- [Text Editors - Learn Enough Society](#)
- [Learn Enough Git to be dangerous - Learn Enough Society](#)
- [Learn enough HTML to be dangerous - Learn Enough Society](#)
- [CSS & Layout - Learn Enough Society](#)
- [JavaScript - Learn Enough Society](#)

## Accomplishments

- Improved teaching and patient care using technology.
- Successfully managed the Emergency Department and Rape Crisis Centre.
- Decreased waiting times by 45% and decreased patient complaints by 40%.
- Reduced mortality rate from 1.5% to 0.5%, a threefold improvement.
- Received the provincial premier's special prize for emergency response in 2017.
- Did not have a single major malpractice or poor patient outcome from 2018-2022

## Experience

Madadeni Provincial Hospital | F0001 Section 6 Madadeni, Newcastle, KZN, South Africa

Clinical Manager/HOD Emergency Dept. & Rape Crisis, July 2015 – Present

### Job Responsibilities

- Managed clinical care for all patients, ensuring patient and staff safety.
- Oversaw the teaching and development of junior staff and students.
- Developed and implemented effective training programs to improve staff performance.
- Conducted monthly clinical audits and mortality reviews to ensure good clinical governance.
- Analysed data from various parameters of the emergency department to identify trends and improve patient care.
- Managed administrative tasks including timecard completion, duty roster creation, and complaint management.
- Compiled and analysed statistics to inform decision-making and process improvement.
- Navigated complex legal and regulatory requirements to ensure medico-legal compliance.
- Managed all difficult cases and oversaw all students in the department.
- Developed two apps to improve clinical care and streamline processes.
- ❖ Dr Y Mahomed (Private Medical Practice), Medical Doctor, January 2006 – June 2015
- ❖ Pholosong Hospital, Medical Officer, January 2004 – December 2005
- ❖ George Provincial Hospital, Internship, January 2003 – December 2023

## Transferrable Skills

- **Project management:** Successfully managed clinical care and oversaw the teaching and development of junior staff, demonstrating strong project management skills.
- **Data analysis:** Analysed data from various parameters of the emergency department to identify trends and improve patient care, demonstrating expertise in data analysis.
- **Process improvement:** Conducted monthly clinical audits and mortality reviews to ensure good clinical governance and identify areas for improvement, demonstrating experience in process improvement.
- **Compliance:** Navigated complex legal and regulatory requirements to ensure medico-legal compliance, demonstrating a strong understanding of regulatory compliance.
- **Training and development:** Developed and implemented effective training programs to improve staff performance and oversaw all students in the department, demonstrating experience in training and development.
- **Communication:** Communicated with patients, physicians, and stakeholders at all levels, demonstrating strong verbal and written communication skills.



- **Adaptability:** Adapted and excelled in various business environments that require efficient customer relationship management solutions, demonstrating adaptability to new environments and situations.
- **Problem-solving:** Managed difficult cases and complaints, demonstrating strong problem-solving skills.
- **Leadership:** Managed the clinical care and administrative tasks of the department, demonstrating strong leadership skills.

## Skills

- **Technical skills:** Proficient in front-end web development and design, as well as Salesforce Lightning App Creation, Salesforce Lightning Experience, Salesforce Classic, and Salesforce Org Administration, proficient in Microsoft Office suite.
- **Medical Skills:** Public Speaking, Clinical Supervision, Clinical Data Management, General Medicine, Emergency Management, Emergency Medicine, Emergency Procedures, Medical Teaching and Curriculum Development, Medical Writing and Protocol Creation, Healthcare Information Technology, Collaborative Leadership

## HOBBIES

- Cycling, Anime & Manga, Reading, Current Events, History

Thank you for considering my application. I look forward to the opportunity to further discuss my qualifications with you.

Sincerely,  
Dr Yousuf Mahomed

Yousuf Mahomed

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