

Dr Yousuf Mahomed

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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

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