Dr Yousuf Mahomed

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• website: drymahomed.netlify.app/

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

About

- I am a Salesforce Administrator with experience in front-end web development and a background in Emergency Medicine/General Practice.
- Leveraging technology to enhance user experiences, streamline workflows, and develop educational tools, I excel in various business environments that require efficient customer relationship management solutions.

Education

- **Medical University of South Africa**, MBChB (bachelor's in medicine & Surgery), 1997-2002
- **Salesforce Certified Administrator (SCA)**
- Additional self-study around web design, JavaScript, coding, etc.

Accomplishments

- Improved teaching and patient care using technology.
- Successfully managed the Emergency Department and Rape Crisis Centre.
- Decreased waiting times by 45% and patient complaints by 40%; reduced mortality rate from 1.5% to 0.5%.
- Received the provincial premier's special prize for emergency response in 2017.
- Developed two apps to improve clinical care and streamline processes.

Experience

- **Madadeni Provincial Hospital | Clinical Manager/HOD Emergency Dept. & Rape Crisis Centre, July 2015 – Present**
  - Managed clinical care, ensuring patient and staff safety.
  - Oversaw teaching and development of junior staff; developed training programs.
  - Conducted data analysis to identify trends and improve patient care.
  - Managed administrative tasks including duty roster creation, complaint management; developed two apps.
- **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 2003**

Transferrable Skills

- **Project management:** Strong project management in clinical care and staff development.
- **Data analysis:** Expertise in data analysis to identify trends and improve patient care.
- **Process improvement**: Experience in clinical audits and mortality reviews.
- **Training and development:** Experience in training and development of staff and students.
- **Technical skills:** Proficient in front-end web development, Salesforce Lightning App Creation, Microsoft Office suite.
- **Medical Skills:** Public Speaking, Clinical Supervision, General Medicine, Emergency Management.

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, Crisis Management

Online Resources

- To view my various websites and writings kindly click on the links below: -
  - Teaching Website (Please note it was started during Covid-19 in 2020 and does include the teaching done over the previous five years).
  - It encompasses all the teaching sessions I have had the chance to conduct and covers almost the entire scope of emergency medicine practice.
  - Please note that I also teach these skills practically to those working in my unit.
    - A&E Learning Group
  - Emergency Department Assistant developed to improve patient management, aimed at junior doctors.
  - I developed it after working on a small piece of the KZN E-Health initiative.
  - I am still expanding the paediatric and geriatric sections, but it provides a guide that is easily accessible to all doctors who use it, on the emergency department consultation.
  - It includes calculators, checklists and guides that they can use to improve their productivity and reduce errors.
    - ED Assistant
  - Protocols. These are quite extensive but showcase my deep understanding of emergency and general practice.
    - Protocols
  - A sample of the clinical Audits I have conducted.
    - Clinical Audits
  - A sample of the Morbidity & Mortality meetings I have conducted.
    - M&M
  - A sample of the statistics I have compiled and to give insight into the department I currently run.
    - Stats

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

Sincerely,
 Dr Yousuf Mahomed