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Summary

I am a medical doctor who has a special interest in Hospital Management and Business Development. I am now working at International Contact Centre, IHH Healthcare Malaysia as a Customer Service Medical Officer with special focus on International Patients who wants to come to Malaysia to seek treatment in our Hospitals.

My role is to triage, answer WhatsApp, email and calls from international patients and help and guide them so they are sent to the right doctor based on their medical condition. We started this project with one member and now there is 6 of us and i am leading this project with my team members. We have seen quite a rapid growth of international patients coming to our Hospitals since its launch in May 2022 based on the monthly report that i do for the International Contact Centre. We received alot of feedback from Indonesian patients that they feel that the whole process for them to make an appointment is swift and easy to communicate with all the agents.

Even though, my team members are only 6 of us together, I have been working with other customer service agents, team leaders and team coach from the Contact Centre team to assist on certain difficult and complicated cases. I am also working closely with the digital marketing team and social media team to help them with their content on social media, validating medical articles and also doing short interviews and videos to further promote our Hospitals digitally.

Externally i am working closely together with travel agents, insurance agents, and hospital representatives in Indonesia particularly to ensure smooth transition and journey of Indonesian patients. I am also working closely with Hospital PIC so we can work together if there is any difficulty or issues faced by international patients and we can quickly solve any problems for them.

I have been through courses such as as Lean Six Sigma Yellow Belt and Foundations in Project Management by Google. These courses have helped me to make my work process smoother and more efficient and reducing redundancy. The courses also taught me numerous things such as interdepartmental collaboration, importance of communication and transparency, and finding solutions in all kinds of situation.

I am able to converse fluently in Bahasa Malaysia, English and Bahasa Indonesia. My mastery of these 3 languages helped me to communicate with my patients very well especially when a bulk of our patients are from Indonesia.

I am currently pursuing Masters in Business Administration in Healthcare Management at International Medical University, Malaysia.

Experience



Customer Service Medical Officer

IHH HEALTHCARE MALAYSIA

Oct 2022 - Present (11 months)

- Focus and help triage international patients to the right doctor at the International Contact Centre (ICC)
- Resolve patients' concerns and answer patients' questions to my best ability. Maintain a positive attitude and calmly respond to patients' complaints. Open new patient accounts. Attract patient by promoting the product and company positively, answering questions and addressing concerns as they arise.
- Accountable for daily deliverables of the project assigned to ensure the desired operational KPIs are achieved collectively. Responsible to ensure their individual metrics are met and ensure all action items are being attended to respectively with regards to IHH Malaysia transactions and inquiries.
- To uphold the reputation of our brand and deliver excellence patient service consistently based on statement of direction whenever dealing with patients via multiple channels, the CSMO must have a few years' experience working in a hospital environment. Require a wide knowledge regarding medical conditions and specialty triaging plus able to communicate with consultants and other related departments.
- Handle incoming / outgoing patient's inquiries over the telephone or other channels such as email, whatsapp, live chat, SMS, and social media by providing accurate, consistent, fast response, ability to understand and resolve patient problem, and deliver great patient experience with good CSAT rating.
- Complete the monthly report on the team's performance and identify areas that can be improved.



Freelance Medical Officer (Locum)

Freelance

Jan 2022 - Present (1 year 8 months)



Medical Doctor

Ministry Of Health, Malaysia (KKM)

Aug 2019 - Feb 2022 (2 years 7 months)

6 rotations as part of the training

- Surgical
- Obstetrics and Gynaecology
- Medical
- Paediatrics
- Orthopedics
- Klinik Kesihatan Kuala Lumpur

Stationed in TB ward for medical officer



Information Technology Coordinator

Sunway Medical Centre

Jan 2019 - Aug 2019 (8 months)

- Support HIS software and hardware (computer, printer, scanner) application issues; escalate complex issues in a timely manner to achieve/maintain user satisfaction.
- participate in the HIS implementation, trained to be a Trainer to Consultants (Physicians) and other end users.
- Provide 24/7 support based on shift system regarding any technical issues to the HIS
- Understand and establish communications on user needs and priorities.



Cardiology

Institut Jantung Negara Malaysia

Sep 2017 - Sep 2017 (1 month)

Education



International Medical University

Master of Business Administration in Hospital/Healthcare Management - MBAHM

Sep 2022 - Dec 2023

CGPA: 3.88

Business Research for Managers A-
Healthcare Strategic Management A
Healthcare Operation Management A-
Healthcare Quality Management A
Epidemiology A-
Ethics, Business and Health Laws A-
Human Resource Management A
Leader Organizational Behaviour A
Entrepreneurial Marketing A
Financial Management & Accounting A
Business & Healthcare Economics
Healthcare Informatics & Business Analytics
Management Project (Final Thesis)



Mahsa University

Bachelor of Medicine, Bachelor of Surgery - MBBS, Medicine

Sep 2013 - Aug 2018



Kolej Yayasan UEM

A-level

Jan 2011 - Jul 2012

Licenses & Certifications



Open Water Diver - NAUI Asia-Pacific



Basic Life Support (BLS) - Hospital Kuala Lumpur



Lean Six Sigma Yellow Belt - IHH HEALTHCARE MALAYSIA



Full License Registration - Malaysian Medical Council (MMC)

 **Foundations of Project Management - Google**

 **Advance Open Water Diving License - NAUI Asia-Pacific**

Skills

Teaching • English • Medicine • Medical Education • Internal Medicine • Medical Records •
Obstetrics and Gynecology • Orthopedics • Scuba Diving • Basic Life Support (BLS)