AKAM RAOUL NDIFOR

ISA Research Fellow 2019/2020

Marital status: Married

I am analytic and dynamic person as well as leading, a successful and productive team. I am quick to grasp new ideas and concepts, and to develop innovative and creative solutions to problems.

Experience

2020-01 — **Intern at THE CHARITE - BERLIN**

CBF Germany – SDW

- **Monitoring and Evaluation on Patient Management System**

2019-10 - Present — **ISA Participant 2019/2020**

ISA Germany - SDW

- Research on a well elaborated data storage system with qualitative and quantitative outcomes and analysis in a Health Institution, Germany
- Patient Grievance Mechanism, Waiting Time and Management of High Volume of Patients
- Patient Data Privacy Policy, Retrieval and Reporting
- Inclusiveness in the Health System

2016-10 - present — **Medical Records Supervisor**

MAGRABI ICO CAMEROON EYE INSTITUTE

Key Responsibilities

Assess the facility's need for handling medical records and files, and create and implement core systems to meet these needs

Modify medical records systems, ensuring that they comply with licensing and ambulatory care requirements and protocols

Develop and implement policies and procedures to preserve the confidentiality of information within medical records and files

Assist members of the medical staff by providing them with information regarding patient data and medical records

Verify the authority of individuals requesting medical and patient information before retrieving data

Provide support in the design, development, and implementation of patient information systems, to include receiving, storing, processing and communicating data

Evaluate indexes pertaining to filing systems, and provide modifications as necessary

Monitor chart entries to ensure that all fields are accurately and completely punched in

Resolve issues pertaining to release of confidential information, misplaced information, or unhappy clients / patients

Create and maintain effective relationships with other facilities in a bid to exchange medical information **Ascertain that all administrative and health statistics are maintained for use by physicians and other medical professionals on a monthly and yearly basis**

2008-08 - 2012-06 — **Managing Director**

Rhema Complex

Filling and typing company documents Receiving

all incoming and outgoing calls Handling

administrative duties

Ensuring the development and maintaining of constructive relationships with all clients (Internal and external) and suppliers

Ensuring that all assets are utilized at all times, if not relocate assets to where it is needed

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2012-08-2016-04 **Administrative Assistant**

Helios Show Biz Logistics
Manager. Graphics
Designer for
Websites. Web Administrator

Education

2011-01-2011-12 **CITEC Higher Institute of Technology and Management**

Diploma in Computerized Accounting

2005-09-2007-06 **Government Bilingual Practicing High School Yaoundé**

Advanced Level Certificate (Maths and Economics)

Additional Activities

2006-06-2006-08 **CONSEIL ET DOCUMENTATION DES SERVICES D'ARCHIVES CINV – CORSA.**

Trainee Receptionist

- Receiving all incoming and outgoing calls
- Filling and typing companydocuments

2007-02-present **Loveworld Inc.**

Translator English – French, French - English

Conference Translator and Trainer

Certificates

2017-08 **Certificate of Participation -** Disability and Inclusive Development Workshop for Eye Care Practitioners in Cameroon by **CBM (Christian Blind Mission)** an international Christian development organization

2017-03 **Special Recognition Award**

2019-03 UNITED NATIONS BSAFE

2019-03 UNITED NATIONS BASIC SECURITY IN THE FIELD II UNITED NATIONS

2019-03 INFORMATION SECURITY AWARENESS

Skills

Behavioral Competencies: Developed Coping with pressures & setbacks, taking unpopular decisions & responding to criticism, resilience, persuading & influencing, analysis of information, assertiveness, Adapting & responding to change, confidentiality, integrity, communication, emotional intelligence and problem solving. **Advanced**

Presentations: At Helios Showbiz and Magrabi ICO Cameroon Eye Institute, I have presented & have given numerous presentations while working in these institutions, presenting end of year reports illustrating with slides and skills developed for more business proposals for the purposed web design and website development services. Participation in many Sustainability Development Goals Workshop in Germany sponsored by the BMZ, Federal Ministry of Economic Cooperation and Development, Germany. **Advanced**

Communication: Course work and group work presentation while pursuing a Diploma in Computerized Accounting (Management and Capacity Building) have boost and developed my communication skill as a leader. Ability to deal with the public (Daily communication in the Hospital through sensitizing patients on the patient's flow processes) and work colleagues acquired both in work and in Trainings. **Advanced**

Software

MS WORD - Advanced, **MS EXCEL** - Database Management, MS **POWERPOINT** - Slides and Presentations	**Advanced**
Adobe Creative Suite - Graphics Designer	**Expert**
DMS(Document Management System) - Database Management	**Advanced**
EPI INFO - Data Entry and Analysis	**Advanced**

Conferences

2017-09 **Residency Program Directors and Faculty Course**, Special Thanks and Recognition Certificate
International Council of Ophthalmology (ICO)

Languages

English	**C2**
French	**C2**
German	**A1**

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