

RAUL GUMEROV

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PROFESSIONAL SUMMARY

Software implementation specialist with 5+ years implementing, configuring, and supporting clinical practice-management software in a working healthcare setting. Pair a hands-on clinical background (oral surgeon) with the technical depth to translate business and clinical requirements into system configuration. Led platform migrations, data migration, and end-user adoption; built a full practice-management system (FastAPI, React, PostgreSQL) replacing three commercial tools.

EXPERIENCE

Clinic Operations Manager / Software Implementation Lead 2018 – Present
Moi Stomatolog Dental Clinic | Ufa, Russia (Remote)

- Led business and workflow discovery with dentists and front-desk staff across scheduling, billing, insurance, and clinical-records processes; translated business and clinical requirements into system configuration.
- Implemented and configured practice-management and CRM platforms (amoCRM, YCLIENTS): led data migration, telephony integration, end-user training, and change management to drive user adoption.
- Designed and built a full clinical practice-management system (FastAPI, React, PostgreSQL, Docker) with SQL-based reporting, replacing three commercial tools; owned data quality, integrity, and security across patient databases, and resolved configuration and integration issues across releases.

Helpdesk Analyst, AMI Project (Remote) Jun 2025 – Present
Compugen Inc. (Client: FortisBC) | Vancouver, BC

- Principal end-user support contact for a province-wide infrastructure rollout; support 600+ field users across FortisBC and six subcontractors (~20 tickets/day), troubleshooting enterprise devices and server connectivity.
- Author SOPs and technical documentation with a focus on quality and consistency; started on contract as Desk-Side Analyst and promoted to full-time on performance.

Software Implementation & Process Automation Specialist (Contract) 2024 – Present
AdAuto | Toronto, ON (Remote)

- Gathered requirements from sales and operations stakeholders and translated them into configured, automated business systems delivered on time across multiple concurrent projects.
- Built an invoice automation system (React, N8N, PostgreSQL, Excel Online) cutting processing from ~60 to 10–15 min/batch, and a vehicle-intake platform integrated with Asana reducing registration from 15 to 3 min; currently delivering a Transport Canada compliance-reporting module.

Oral Surgeon 2022 – 2023
Moi Stomatolog Dental Clinic | Ufa, Russia

- Firsthand clinical-workflow experience (patient records, treatment documentation, practice bottlenecks) and patient communication with clinical and administrative staff — the perspective behind the software I now build and implement.

EDUCATION

Diploma in Computer Studies & Information Systems Apr 2025
Douglas College | New Westminster, BC

Master's Degree in Dentistry (Oral Surgery) 2017 – 2022
Bashkir State Medical University | Ufa, Russia

TECHNICAL SKILLS

Implementation & Delivery: business & workflow discovery, requirements gathering, system configuration setup, data migration, end-user training, change management & user adoption, UAT / quality validation, stakeholder management

Healthcare / PMS: clinical practice-management workflows (scheduling, billing, insurance, clinical records); working familiarity with Dentrax, ABELDent, ClearDent, Open Dental, Curve Dental

Data & SQL: PostgreSQL, SQL queries, stored procedures, data analysis, Power BI (DAX, Power Query)

Development & Cloud: React, TypeScript, FastAPI, REST APIs, Docker, Linux admin, N8N / Power Automate; Azure, Microsoft 365, SharePoint, Dynamics 365; Claude Code, OpenAI & Anthropic APIs

Certifications & Languages: CAPM in progress (PMI); Russian (native), English (professional)