# El

# [EL.237757@2freemail.com](mailto:EL.237757@2freemail.com)

**PROFESSIONAL SYNOPSIS**

Substantial experience and outstanding skills in Process Management, Quality Audit, Healthcare Insurance and Customer Service with 2 years of experience in **Aetna International, Dubai** (International Health Insurance) backed by **Master in Business Administration** from European University Barcelona, Spain; to working in a fast paced environment with the ability to think quickly and excellent interpersonal skills and solid decision making, hard-working and results-driven attitude.

**CORE COMPETENCIES**

* Profound Knowledge of Process Management, Quality Audit, Healthcare Insurance, Medical Coding, and Customer Service.
* Able work in a pressurized environment with continuous deadline and capable of making quick decisions in time constraint situations.
* Energetic personality consistently praised for my passion for work and upbeat, positive attitude.
* Proficiency in Microsoft Office programs (Word, Excel, PowerPoint, and Outlook).
* Ability to work with several operating systems, including Windows, Mac OSX and Linux.
* Experience with Actisure, OPERA, GDS, Travel Studio.

**ORGANIZATIONAL EXPERIENCE**

June 2014 – Present Aetna International -Health Insurance Company and Genpact Services LLC BPO Company

Trilingual Quality Analyst

Dec 2013 – June 2014Aetna International, Dubai (Aetna Health Insurance)

Medical Claims Processor & Coordinator

Sep 2012 – Oct 2013Abercrombie & Kent, Morocco

Operations Executive

**PROJECTS HANDLED**

**Aetna International, Dubai (Aetna Health Insurance)**

**Trilingual Quality Analyst**

Responsibilities:

* Report to management about productivity and quality audit results, and recommend changes in operations activities.
* Directing their activities for the achievement of claims processing targets and goals;
* Managing the overall performance analysis of existing lists and programs;
* Developing and supervising a team and preparing their performance reports;
* Developing new lead targeting schemes;
* Measuring and demonstrating the group productivity as well as the individual’s reports;
* Auditing Claims assessment, Processing, Emails and Calls (Arabic, French, English);
* Coaching and training the team on new policies;

**Aetna International, Dubai (Aetna Health Insurance)**

**Medical Claims Processor & Coordinator**

Responsibilities:

* Process and validate the information on all medical claims received and follow on lapsed claims.
* Contact customers in order to respond to inquiries or to notify them of claim investigation results and any planned adjustments.
* Acknowledge complaints and respond to them with set time limits, systematically and fairly
* Handling outreach for Middle East plans, emergencies and evacuation.
* Implement & follow quality of service provided.
* Coordinate with the international facilities, providers, and IHAT (International Health Advisory Team), TPA (AP companies, MCI Managers, MSO, MD Abroad, Aetna Passport, Atlanta) to place a GOP and confirm benefits.
* Provide daily report related to the claims team activity / target achievement to the line management.
* Coordinate with Hospitals, Medical, Payment and Claims team and follow up on pending requests.Re-confirming & assuring smooth flow of documents for all  
  transactions processed and registered.  
    
  Resolving the queries of the clients related to payables  
    
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  Handling all incoming & outgoing Emails
* Re-confirming & assuring smooth flow of documents for all transactions processed and registered.
* Provide Pre-Authorization, G.O.P, Approvals according to the Insurance policy.
* Resolve the queries of the clients related to payables.
* Handle all incoming & outgoing EmailsRe-confirming & assuring smooth flow of documents for all  
  transactions processed and registered.  
    
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  transactions processed and registered.  
    
  Resolving the queries of the clients related to payables  
    
  Handling all incoming & outgoing Emails.
* Collect and analyze data to evaluate quality of emails, calls and work flow according to internal and management policies.
* Translate claims and medical reports (Arabic, French, Spanish).

**Abercrombie & Kent, Morocco**

**Operations Executive**

Responsibilities:

* Overall review and total familiarity of the account/agent that is assigned to each Tour Operator. This includes a full understanding of the market, the nature of the client movement, the pricing strategy and the expectations of the agent/clients.
* Planning itineraries and products to meet with the agent/clients’ requirements within the allocated timeframe, budget and seasonality.
* Coordinating with Quality Control and Representatives to ensure that everything is running as planned for each operating guest file.
* Interaction with the suppliers, and arranging meetings with new partners.
* Conducting market research on hotels and new products.
* Ensure competitiveness of the products contracted by conducting price & product benchmarking on daily basis.

**EDUCATION**

* Master in Business Administration - 2010 - 2012 European University Barcelona, Spain.
* Bachelor Degree in Economics - 2006 - 2009 Université Perpignan, France
* Selectividad (Spanish High School Degree) – 2005 - 2006
* High School Degree – Casablanca Morocco – 2004 – 2005.

Certificates:

* Chartered Insurance Institute – CII (Certificate In Insurance) - 2014-2015
* Insurance and Risk Certification – 2013 - 2014 – American Academy of Project Management (AAPM USA).

**PERSONAL DETAILS**

Age & Marital Status : 28 Years, Single.

Nationality : Moroccan.

Languages Known : French(Business Level), Arabic (native), English(Business Level) and Spanish(Business Level).

Visa Status :Employment visa(Resident)