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* To make significant contribution with my gained knowledge, experience and skills towards the success of the company and to secure a career in a multinational organization that provides personal and professional growth.

**HIGHLIGHTS OF QUALIFICATIONS:**

* ***Administrative & Human resources officer for more than 5 years.***
* ***Patient & Doctor’s Assistant Representative for more than 5 years.***
* ***Knowledgeable in HAAD/DHA Licensing application & renewals professional & facility.***
* ***Attained Subjects of Preparatory Dentistry.***
* ***Graduate of Bachelor of Science in Information Technology.***
* ***Over 10 years of experience in handling Medical & Dental Claims Processing.***
* ***Knowledgeable in* E-claims & Authorization submission & revision to healthcare Insurances. THIQA, Daman, Adnic, MSH Dubai, Nextcare & Globemed Gulf.**
* ***Skilled call center agent following exact protocol for handling calls.***
* ***Excellent interpersonal skills and well skilled in handling human relation.***
* ***Handling a multitude of task at one time.***
* ***Easily adapts and relates to any people at any level.***
* ***Hardworking, highly motivated with good communication skills.***
* ***Computer Literate & Fluent in English & Arabic.***
* ***Can work under pressure, flexible to changes, focused, friendly and willing to learn.***

**WORK EXPERIENCE:**

**Just White Dental Clinic**

**Position: P.A. of the Co. Director/ HR Officer cum Co. Accountant**  
23 November 2014 - Present

• Assist director and other managerial staff.   
• Assist & provide training and guidance and creates staff schedule  
• Delegate duties such as typing, copying, and scanning.   
• Assist the director to hire, terminate, and train staff. Fulfill duties delegated by director.   
• Work with the Director to sustain and grow programs and service.   
• Manage administrative functions to ensure smooth and efficient operations of the organization.   
• Ensure performance goals are met and set.   
• Responsible for cheque issued and supplier’s concern

• WPS /Staff & Doctor’s Salary preparation & Staff’s Payment Miscellaneous   
• Documents financial transactions by entering account information.   
• Summarizes current financial status by collecting information; preparing balance sheet, profit and loss statement, and other reports. 

**Haddad Medical Dental Center**

November 14, 2009 to November 19, 2014

Position: **Secretary / Receptionist/ HR asst. cum Insurance Coordinator**

* Greet /Assist patients and visitors
* Handles Staff records, appraisal and administrative task.
* Knowledgeable WPS Transfer/ Payroll assistant.
* Obtain and enter patient’s information, clinical, Insurance information into the computer system/clinic software
* Schedules appointments and enters appointment date and time into computerized scheduler with a high rate of accuracy.
* Registers patients by verifying that patient's record is up to date and accurate. Makes appropriate changes in computer system and on patient's chart if necessary.
* Collects payment from patients, applies payments and adjustments to patient accounts in the computer system, and reconciles daily cash reports.
* Prepare and manage correspondence, reports and documents
* Organize and coordinate meetings, conferences, travel arrangements
* Reviews medical records for completeness, assembles records into standard order, and files records in designated areas according to applicable alphabetic and numeric filing systems.
* Handle incoming/outgoing phone calls, e-mail and other material.
* Collect payment from patients for medical/dental services they have received.
* Compiling and tracking balances owed by patients to medical/Dental facilities.
* Preparing & submitting E-claims to healthcare Insurances. THIQA, Daman, Adnic, MSH Dubai, Nextcare,NAS & Globemed Gulf.
* Authorization request, revision & submission (Daman/Thiqa Open Jet, Nas Jet, Nextcare Pulse etc.)
* Answering questions from patients regarding their health-care plans and explaining to them the billing cycle of the medical facility.
* Assigned codes to procedures and diagnosis (HCPCs, ICD9/10), which are used to determine the amount of insurance for medical/Dental claims.
* Dealing with denied claims and performs audits.

Teletech Customer Management

Feb 08, 2005- Sept 28, 2009

**Health Insurance Account**

**Position: Lead Call Center Agent / Customer Service Representative**

**Quality Assurance Specialist /Auditor**

Job Description

* Maintain a minimum of 20 hours per week answering calls as per program requirements.
* **Answers telephone inquiries of the providers regarding medical claims**
* **Initiates request of incorrect processed claims**
* **Sends out medical documents to the member’s Home Plan**
* **Sends explanation of benefits to providers, knowledgeable in CPT, ICD9 codes, HCFA & UB92 forms.**
* **Coordinates with the member’s insurance for reprocessing a claim**
* **Doing outbound calls to providers for claims resolution if necessary.**
* Answer inbound calls as well as assist customers who have specific inquiries
* Provide personalized customer service of the highest level
* Research required information using available resources & provide customers with product and service information.
* Evaluation and QA Coaching output targets on a consistent basis. Coaching and calibrating calls.
* Prepare and facilitate Call Calibration. Sessions both internal and external
* Assisting the Quality department and other business units in continual improvement initiatives to align with best and current business practice.
* Analyze all reports to identify trends and areas of development and offering solutions.

**EDUCATION:**

**Bachelor of Science in Information Technology**

AMA Computer University

            Graduate May 2005

**SEMINARS AND TRAINING ATTENDED:**

* BOOK KEEPING & ACCOUNTING FOR NON-ACCOUNTANTS 2015
* HAAD CDT-HCPCS UPDATES-2014-2015
* QUALITY ASSURANCE FUNDAMENTALS
* AGENT DEALING WITH ANGRY CUSTOMERS- TECHNIQUES
* AGENT AVERAGE TALK TIME
* AGENT GRAMMAR & WORD CHOICE FOR THE PHONE
* CISCO NETWORKING ACADEMY
* CURRENT TRENDS IN INFORMATION TECHNOLOGY
* INTERNET FRAUDS AND CRIMES
* POWER UP INFORMATION AND COMMUNICATION TECHNOLOGY/
* ENTRUST YOUR KNOWLEDGE TO THE EXPERTS

**PERSONAL INFORMATION:**

Birth date : 14 September 1981