Sub:- Application for the post of  **“Sr. Executive Insurance Billing ”/ “ Customer Care Executive –(Finance)”/ “ Payroll Accountant”** or any suitable Post According to my qualification and experience in various departments Req - Reg.

**Dear Sir/Madame,**

I, believe that I possess a unique mix of experience and skills that can definitely help the company grow. I have the honor to forward my application herewith to you for the post under your kind consideration. As you will see from the enclosed career details .I have Passed Ist year **MBA (Hospital and Healthcare Management) waiting for iind year Results,** I am **Post graduate in Commerce** and have **Advanced Diploma in Computer Application** and **Accounting Packages** Focus Wings and also have passed Diploma in **Typewriting in Arabic** and type writing in **English**. During the past eight years I was working for Zulekha Hospital Dubai as Customer Care Executive Finance (3 years ) & Sr. Executive Insurance Billing ( 5 years ) and Three years experience as an Accountant in Saudi Arabia . The experience, skills and abilities that I can offer your company include:

* Rich & extensive experience in **Customer Care Executive Finance , Sr, Executive Insurance Billing & in Accounts**
* Excellent communication (verbal).
* Ability to handle pressure.
* Professional, sincere, hardworking and a positive attitude.
* Experience working effectively in a dynamic, multi-tasking environment.
* Highly articulate and confident team – player, able to communicate to achieve exceptional business performance.
* Ability to manage a team/Project effectively.
* Co-ordination with all departments.

**Languages Known** : **Arabic , English ,Urdu, Hindi, Telugu** ( Reading , Writing , Speaking )

The enclosed resume provides more details on the above, as well as on other experience, skills, and abilities that I posses.

Thanks!

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**Resume**

**Professional Profile:**

* A dynamic professional experience in Insurance Billing , Administration and in Accounts.
* Associated with Zulekha Health Care Holding as Customer care Executive Finance / Sr,Executive Insurance Billing..
* Significant exposure in coordinating with clients, forging relations; interfacing with understanding requirements & providing customized services.
* An out of the box thinker with exceptional communications, relationship management and analytical skills.
* Excellent team Player / Manager with Immense interaction skills with the Higher Management and clients.
* Competitive Goal & Profit oriented.
* Building Key Strategic Relationships.

**Organizational Experience:**

**Zulekha Health Care Holding Ltd.**

Designation –  **Sr. Executive Insurance Billing (Finance) .**

Tenure - 21/08/2010 to 20/08/2015

Highlights:

* Rectification in the patient billing ( if any ).
* Notification of any repetitive errors to the insurance coordinator and ensuring that the error is not repeated.
* To do the final checking of the claims in terms of medical co-relation, attachments and approval of necessary insurance documents.
* Finalizing the claims.
* Generation of insurance manual invoice correction (if found necessary) and the correction in the same before dispatch.
* Ensuring that there is no missing or duplicate claim.
* Fortnightly preparation of a financial difference sheet an submission to the Account Dept.
* Dispatching of the claims to the respective companies with the acknowledgement statement.
* Allocating the payments received from the Companies to the ledger of respective account.
* Reconciling the queried accounts from the insurance company same and dispatching the same back to the company.
* Getting Approvals for medical procedures.
* Ensuring coverage of claims, guiding staff for correct usage of claim forms, approval papers.
* Coordinating with insurance companies for obtaining information on new policies and their coverage.
* Explaining coverage of medical benefits to patients when required.
* To Liaise with insurance companies regarding eligibility, payments approvals, reconciliation and other requirements.
* To Liaise with patients regarding their eligibility and entitlements.
* To maintain and update records related to pre-approvals and reconciliation.

**Zulekha Health Care Holding Ltd.**

Designation – **Customer Care Executive (Finance)**

Tenure - 06/06/2007 to 20/08/2010

Highlights:

* To collect deductible amount as deposit from the patients.
* Attend Patient Calls and update the changes in the system.

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* Generate daily schedule of Apointment Department wise.
* Work In pressure situation of demanding Patients and handle them with ease and calm.
* Attend to the complaints of patient and liase with the Operation team to find the cause of the complaint and get back to the patient about the soliution.
* Reply to Patients emails
* To check the co-payment or deductible amount before settling the CVR
* To check the approval for uncovered medicines or service.
* To return the insurance card to the patient
* To settle the previous days claims and hand over the same to the insurance staff.
* To inform insurance department for any new entitlement to be made.
* To settle the CVR before leaves the hospital.
* To settle the pending CVR as per the list prepared by the Finance Department.
* To hand over the daily cash collection to Asst. finance Manger Cash collection after tallying the report.

**Al Salaam Trading Est , Saudi Arabia..**

Designation – Accountant .

Tenure - 06/11/2002 to 28/10/2005

Highlights:

* Maintaining Petty Cash Statement submitting to the General Manager after checked and verified by Director Finance.
* Bank Reconciliation Statement , corresponding with Banks with respect to any discrepancies in the Bank Statements.
* Preparing and Distributing the cheques to Suppliers & follow up with the Banks for payments.
* Reconcile suppliers account with their statements of account..
* Monitoring balance of each supplier on weekly basis so that it does not exceed our credit limit with that supplier.
* To collect attendance report from HR Department and enter the same in Payroll System.
* Disbursement of salary to cash and cheque payment staff for the month.
* Journal entries for all petty cash and company expenses.
* Other Accounting Functions as required.

**AHC Ras Al Kaimah as Senior Executive Billing / Accounts ..**

Tenure - 29/09/2016 to 02/04/2016

Highlights:

* Checking Employees Attendance from ACTA Tek and , Preparing salary, Maintaining Sick leave and overtime details,
* Checking Daily Collection Report , Cross checking Credit Card slip with Invoice ,
* Maintaining Petty Cash Statement twice in a month,
* Preparing  Out sourse details Aster Pharmacy, Medinova Laboratory and Metropolis Laboratory.etc ,
* Receiving calls and solving queries,
* Responsible for  Bank Deposit and withdrawn cash,
* Responsible for Monthly Inventory of Stock,
* Reconcile suppliers account with their statement of account,
* Getting Approvals for Medical Procedures ,
* Final checking of the claims in terms of medical co-relation ,ensure that claim form is filled properly, insurance company is eligible and insurance card is valid , attachments and approval of necessary insurance documents .
* Finalizing and Dispatching the Claims , provide required data to the insurance companies as and when required .

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**In the Absence of Admission and Discharge Officer Performed Their Duties**:-

Perform a variety of clerical and administrative tasks related to patient admission and discharge. some of their primary responsibilities include collecting personal information from new patients, ensuring proper insurance information is provided, and recording relevant medical history. When patients are discharged, Admission Officer make sure that all entries in the patient’s medical record are accurate and complete. Other duties includes assigning beds based on diagnosis and condition, sending patient charts to the nursing units, using computers to compile information more proficiently, and providing patients with identification wristbands for safety and security purposes. Admitting and discharge officer must also abide by the Health Insurance Portability and Accountability Act (HIPAA), which protects patient confidentiality.

**Admission Process Flow** :- Doctor Advises the patient to get Admitted – Patient comes to the Admission Cell with the Nurse –If patient is self paying –Explaining the patient about the services / packages & Charges –Admitting the patient in the system as per the room availability – collecting the payment for the Admission –Informing the ward Nurses & sending the patient along with the OPD Nurse to the Room.

If the Patient is Insurance :- Coordinating with the Insurance Department for Approval – if Approved –Explaining the patient about the services / Packages & Charges – Admitting the patient in the system as per the room Availability.

**Discharge Process Flow:-** Doctor Advise the patient for Discharge – Doctor writes the Discharge summary of the patient- Discharge summary goes to the IP Clerk for typing and Discharge Medicines are indented by the Ward Nurse from the Pharmacy and updates the pending services- In patient files are sent to IP Dept for Billing – Patient Pay the Bill to The Cashier Before leave the Hospital.

**Academia & Personal Vitae:**

Passed Ist Year **M.B.A in Hospital and Healthcare Management** waiting for ii nd year Result.

**Master Degree in** **Commerce** from Osmania University .

**Bachelor of Comerce ( Computers ) Ist Division** from Osmania University .

Date of Birth – 04th February 1980

Nationality – Indian

Marital Status : **Married with two daughter**

**Technical Qualification :**

* + ***Advanced Diploma in Computer Education, Sigma Computers.***
  + ***Diploma in Arabic Typewriting , New Mushtaq Typewriting & Shorthand Institute.***
  + ***Diploma in Accounting Packages, New Computer World.***
  + ***Diploma in Microsoft Office , APTECH COMPUTER EDUCATION ( U,K )***
  + ***Typewriting in Englis Lower Grade.***

**First Name of Application CV No:** **1666794**

Whatsapp Mobile: +971504753686

