

**ABDUL**

[**ABDUL.367260@2freemail.com**](mailto:ABDUL.367260@2freemail.com)

**Work Experience**

***2015- (until present)***

**CUSTOMER SERVICE REGISTRATION CASHIER **

\*Greeting and registration of new and old patients

\*Preparing pharmacy and all treatment bills in the outpatient clinics

\*Obtains revenue by recording and updating financial information; recording and collecting patient charges; controlling credit extended to patients; filing, collecting, and expediting third-party claims

\*Collecting the deductible amount according to the treatment and insurance cards presented, submitting rest amount to the insurance departments for claiming

\*Identifying and analyzing the diagnosis and treatments entered by the doctor covered under a particular insurance card holder.

\*Collecting the non-coverage treatments as per the Doctor’s entry and insurance approval (if approved)

***2013- 2015***

**HEALTH INFORMATION SYSTEM CLERK **

**Duties and Responsibilities**

•Welcomes patients and visitors by greeting patients and visitors, in person or on the telephone; answering or referring inquiries.

•Optimizes patients' satisfaction, provider time, and treatment room utilization by scheduling appointments in person or by telephone.

•Keeps patient appointments on schedule by notifying provider of patient's arrival; reviewing service delivery compared to schedule; reminding provider of service delays.

•Comforts patients by anticipating patients' anxieties; answering patients' questions; maintaining the reception area.

•Ensures availability of treatment information by filing and retrieving patient records.

•Maintains patient accounts by obtaining, recording, and updating personal and financial information.

•Obtains revenue by recording and updating financial information; recording and collecting patient charges; controlling credit extended to patients; filing, collecting, and expediting third-party claims.

•Keeping a good knowledge of updated Insurance companies and Networks

•Helps patients in distress by responding to emergencies.

•Protects patients' rights by maintaining confidentiality of personal and financial information.

•Maintains operations by following policies and procedures; reporting needed changes.

•Contributes to team effort by accomplishing related results as needed

\**Translator*

Acting as interpreter and helping the nurses to communicate, with the patients.

\**Billing/Cashier*

\*Daily key punching into computer when needed to assure accuracy of billing for all services rendered in patients account.

\*Ensure completion of documentation and coding on the Route Slip and EMR when needed on charges entered in patient’s accounts for a correct and complete billing claim.

\*Daily closing and balancing of day posted.

\*All other assignments as directed by the Billing Manager.

***CALL CENTER AGENT (3 months)***

\*Handle appointment scheduling booking

\*Directing calls to the respected departments

\*Receive request medication refill and answer any related inquires.

\*Convey patient’s messages to physicians

\*Answer caller inquires and provide the requested information and transfer call as appropriate to the requested area.

\*Call patients with abnormal result as instructed by the doctor.

\*Call patients with EMR referrals within 72 hours

\*Call patient to schedule pending referrals, waiting list, re-schedule appointment within 48 hours prior to the date of appointment.

***2012 (June-July)***

***TEDX EVENT***

***U.A.E, AL-AIN***

\*Organizer

-Organizing

-Preparing schedules

-Escorting guests

-Volunteering

-Helping the IT department

***2011(Jan-July)***

***S.S TRADING***

***ZIMBABWE***

\*Directing and Controlling an Organization as well as managing sales.

***2011(August)***

***HORIZON MARKETING CONSULTANCY***

***ABU-DHABI/AL-AIN***

**\***Worked as Surveyor and Supervisor, communicating with different people in different languages gaining more communication skills.

***2011 (Sept-Nov)***

***ABU DHABI UNIVERSITY***

***U.A.E, AL-AIN***

\***Customer service**

-Assisting Students  
- Answering emails  
- Dealing with Applicants  
- Processing requests  
- Managing Administration

***2010(March-Oct)***

***S.S TRADING***

***AFRICA, MOZAMBIQUE***

\*Directing and Controlling an Organization as well as managing sales

***2009(July-Nov)***

***AL NAJMA STATIONARY***

***U.A.E, DUBAI***

\*Sales Executive

**Education**

\*2008-2009 Indian school Al Ain U.A.E, Al Ain

**Higher education, major in business and commerce**

\*Passed higher education major in business and commerce (CBSE)

With 70% marks.

\* 2011-2014 Bharthidasan University U.A.E, Al-Ain

**Bachelors in Business Administration (BBA)**

\*2014-2016 Jaipur National University U.A.E,Al-Ain

**Masters in Healthcare Management (MHM)**

**\***2016-2017 Jaipur Nationla Univeristy U.A.E, Al-Ain

**Computer skills**

SYSTEM COMPUTER INFORMATION TECHNOLOGY INSTITUE (SYSCOMS)

Module name:

\*Computer fundamentals

\*Mswindows

\*Msword

\*Ms PowerPoint

**\***Msoutlook

**Languages**

\*Possess Excellent Interpersonal Communication Skills in:

|  |  |  |  |
| --- | --- | --- | --- |
| **LANGUAGE** | **SPEAKING** | **READING** | **WRITING** |
| English | Fluent | Fluent | Fluent |
| Arabic | Fluent | Fluent | Fluent |
| Hindi | Fluent | Fluent | Fluent |
| Urdu | Fluent | Fluent | Fluent |

**Objective**

I am a dynamic and competent executive with records achievements and demonstrated success in bringing an appreciable increase in the company’s growth while maintaining high quality standards to achieve thriving productivity.

I am knowledgeable, motivated , and hardworking, reliable and productive person proven to deliver high quality work and meet the company’s objective in due time frames, seeking a position that meets best to my qualification and experience in a reputed organization ,and also to be accorded an opportunity to apply all the aforesaid expertise in contributing to the growth of the company.

**Declaration**

I hereby declare that the above particulars given are true and correct to the best of my knowledge and belief.