**Dr. Mohammad**

**DOB**: 01 November 1985

**Nationality**: Syrian Citizen **Status:** Married

**Email**: [mohammad.369333@2freemail.com](mailto:mohammad.369333@2freemail.com)

***PROFILE***

Dedicated and technically skilled business professional with a versatile administrative support skill set developed through experience as an office manager, secretary, administrative assistant and office clerk.

Excel in resolving employer challenges with innovative solutions, systems and process improvements proven to increase efficiency, customer satisfaction and the bottom line.

Offer advanced computer skills in MS Office Suite and other applications/systems.

Processing and justifying as per the insurance policies, HAAD (Heath Authority Abu Dhabi) adjudication rules, Medical Coding Guidelines,to pursue a highly rewarding career, seeking for a job in challenging and healthy workenvironment where I can utilize my skills and knowledge efficiently for organizational growth.

***EMPLOYMENT***

***Contract and Benefit Manager in RCM Dept. at Al Jalila Specialty Children’s hospital Nov. 16 – Till now***

As an out source service provider for **Halian way international** in partnership with **Cerner** Middle East to provide and RCM module that will manage and control the patient relation, Contract and benefit management and claim and coding management.

* Manage operations and productivity at a facility.
* Create and modify procedures and documents related to policies.
* Supervision on the claims Process.
* Identify and analyze risks associated with policies.
* Minimize risk of financial loss.
* Obtain and oversee company insurance or related funds that management uses to cover costs such as disability benefits or lawsuits.
* Preside over claims investigations.
* Review insurance policies.
* Manage insurance data for reports.
* Analyze statistical data, such as mortality, accident, sickness, disability, and retirement rates and construct probability tables to forecast risk and liability for payment of future benefits
* Determine premium rates.
* Ascertain cash reserves necessary to ensure payment of future benefits.

**Resubmission Officer in Insurance Department (UAE) in Ain AL Khaleej Hospital Aug 14 – Nov 16**

Established in 2012 and it is one of the Rapidly rising Health care providers in the Emirate of Abu Dhabi and UAE.

* Take all the claims submission from insurance department every month.
* Check and download the XML Remittance Advice from HAAD and follow up for any missing remittance advice.
* Analyzing the rejection from the XML remittance Advice.
* Sort out the rejection as per denial reason.
* Sending the rejected claims for the respected doctors for justifying the claims if necessary

and follow up with the doctors within the specified time.

* Preparing rejected claims for resubmission.
* Submitted the claims with proper codes and format to insurance companies.
* Make sure that the final rejection is at its minimal level.
* Should meet the resubmission productivity targets within the stipulated time for all insurance companies.
* Have a Very good knowledge in health insurance Authorization and coverage criteria for the different diseases with the different investigations.

**Resident Doctor in Cardiology Al Hussain University Hospital – Cairo Egypt Jun 12 – Aug 14**

* Participating in a program of graduate medical education and training in a specialized area of medicine.
* Acts as both a student and a health care provider.
* Works in concert with other members of the health care team to provide direct medical care to patients.
* Diagnoses patients’ medical problems and devises appropriate management and treatment plans.
* May perform surgeries if appropriate to medical specialty and level of training.
* Must have a Doctor of Medicine (MD), Doctor of Osteopathic Medicine (DO), or other acceptable final medical diploma, such as an MBBS.
* Supervised by more senior Residents and by attending physicians.
* Takes medical histories, performs physical examinations, orders and interprets diagnostic studies, and performs some medical procedures.
* Typically first interacts with newly admitted patients either in the Emergency Department, on the ward, in a special care unit, or in an operating room.

**Sales Representative (Damascus) ASIA for Pharmaceutical Industry – Syria Aug 10 – Mar 12**

Is one of the pioneering distinctive pharmaceutical companies in Syria and the Middle East which achieved qualitative leaps in the fields of high quality, control, research and development.

* Developing Part of a successful team proactively selling, promoting medical equipment and generating new and repeat consumable and contracts business in order to achieve sales targets
* Arranging appointments with doctors, pharmacists and hospital medical teams
* Creating & executing a territory business plan focused on generating sales
* Selling medical products to hospitals throughout the sales territory
* Targeting general practitioners, practice nurses and retail chemists
* Working with distributors to establish sales chains
* Attending exhibitions when required
* Building long term relationships and offering flexible solutions to clients
* Having excellent sales acumen and strong service orientation
* To identify, influence and build relationships with key decision-makers
* Selling sterile disposable medical devices
* Advising potential clients on the products, providing technical knowledge
* Marketing to specialist nurses in the secondary care and community markets
* Liaising with Hospital team colleagues to understand local issues
* Building lasting relationships with clients during a complex, technical sells
* Making presentations as well as providing product demonstrations and training

***ACHEIVEMENTS***

**Al Jalila Children’s Specialty Hospital:**

* An effective contribution in the enhancement of Cerner HIS to comply with the workflow and process of the hospital
* Designing and setting the policies and process of the IP admission and OP patients
* I effectively lead a team to achieving significantly reduced patient admission waiting times by 30% over the course of two months.
* I developed a new enhancement in the system that reduced outstanding sums due for the cash patients and upgraded the existing systems which improved processes and doubled efficiencies within the department.
* In my current role I delivered process and control improvements and successfully implemented an “mpage “system to manage the Medical approval with less time and more efficacy.

**Ain Al Khaleej Hospital**

* Achieved to collect payments of the rejected claims during 2014/2015 with average percentage of 50-75 % of the total rejected amount of DAMAN and THIQA.
* Rewarded for meeting deadlines

**ASIA for Pharmaceutical Industry**

* Increasedsales revenue by 89%
* Generated pipeline for increase growth of up to 74%
* Increased business partners in the country by 60%
* Exceeding customer requirements and services
* Penetration into new markets

***EDUCATION***

**1-Misr University for Science and Technology | Cairo, Egypt Feb 03 – June09**

**M.B., B.CH**

**2- Master in Cardiovascular Medicine in Al Azhar University**

**3-Certificate from LEAD ACT international in leadingPharmaceutical Selling Skills “LEAPS” in 2011**

***MEDICAL INTERNSHIP***

Al Mowast Hospital | Damascus, Syria  **July 09 – July 10**

Experienced in following areas;

* General Medicine
* Surgery
* Pediatrics
* Gynecology
* Ophthalmology
* ENT
* Community Medicine
* Psychology

***PROFESSIONAL SKILLS***

|  |  |  |
| --- | --- | --- |
| * Customer Service Management |  | * Medical terms and Procedures |
| * TimeManagement | * Relationship Management | * Tri-lingual –Arabic, English and German |
| * Maximizing profit | * Teambuilding | * Negotiating |
| * Increasing revenues | * Coaching & Leadership |  |

***TECHNICAL SKILLS***

|  |  |
| --- | --- |
| * Strong organizational, administrative and time management skills | * Self-starter, proactive, results with attention to detail |
| * Excellent interpersonal, communication, negotiating and influencing skills | * Ability to work under pressure |
| * Adaptive and flexible with strong analytical and diagnostic skills | * Excellent computing skills |
| * Adaptable to change in the work style and business environment * Valid UAE Driving license | * Willingness to learn and develop |
| ***INTERESTS*** |  |

I have a passionate interest in meeting people from new cultures and enjoy traveling. A regular gym member and enjoy playing sports. I enjoy socializing with friends and family in the evenings.

**References available upon request**