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| **MR. MERAJ**  |  |  |  |
| **CURRENT LOCATION: Abu Dhabi** |   |  |  |
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| **PROFILE SUMMARY** |  |  |  |

Being at a leadership position of running a clinic requires me to wear many hats, having adaptability, excellent decision-making skills, and a skilled communicator to interact daily with doctors, nurses, patients, and families.

Leadership skills for properly delegating tasks and motivating a cohesive workforce. Having analytical skills to consume and implement the latest government regulations. Detail-oriented with the organizational skills to keep clinical records and paperwork appropriately filed. Possessing customer focused service skills for quickly appease patient problems and create a family-like atmosphere.

Now looking for a new and challenging position, one which will make best use of existing skills and experience, further enhancing my personal and professional development.

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| **KEY COMPETENCIES AND SKILLS** |  |
| Adaptability | Analytical skills | Clinic Management |
| Excellent decision-making | Customer service | Empathetic |
| Leadership skills | Supporting patients | Progressive (forward-thinking) |
| Skilled communicators | Attentive (to patient's needs) | Insurance Coordination |

**CAREER ACHIEVEMENT**



* Promoted as Clinic Manager (Incharge ) from hospital cashier**.**

**Loving my profile of managing end to end clinic operations as it gives me immense pleasure when patients who came in pain but while leaving the clinic they are smiling with a Thanks to me for managing the entire operations almost perfectly.**

**CAREER PATH**



**HOSPITAL IN DUBAI. ----------------June 2013** to **Nov 2017.**

**DESIGNATION : Clinic Manager/Insurance Coordinator/Customer Service--- Managing end to end clinic operations.**

**KEY RESULTS AREA / JOB RESPONSIBILITIES**

* Leading administrative and sometimes medical duties, to include managing clinic staff and overseeing day-to-day management operations to ensure the smooth running of a medical clinic/outpatient facility.
* Keeping clinics running smoothly with high-quality patient care.
* Ensuring procedure and process architecture is in place and is reviewed and updated periodically to maintain regulatory compliance in departmental operations.
* Leading by example to deliver a professional, credible and proactive service provision and encourage learning experiences and growth of professional skills and knowledge, whilst also benchmarking to stimulate ideas for change and best practice implementation.
* Release relevant reports and review and recommend actions based on reports so as to monitor and gauge the performance and improvement measures against key indicators, for management decision making.
* To manage the budget and the financial performance of the clinic, marketing plan (internally and externally) will be conducted to help increasing the patient flow, a new affordable price list is created, maintaining a logical profit margin for faculty, and above breakeven for the resident.
* Manage facilities, equipment, supplies, personnel and resources in relation to cost containment.
* **Working Relationships:** Identifying and understanding customers of the clinic. Formulatesand monitors working relationships which adhere to the customer standards.
* **Problem Solving/Decision Making:** Practices effective problem identification and resolutionskills as a method of sound decision making
* **Environment of Care (Safety/Emergency Situations):** Setting and communicatingPhysician Group clinic standards in keeping with regulatory agencies and Health System policies.
* Responsible for carrying out the customer service, patient relations, medical billing, payment collection, bills generation and enabling smooth billing and regular accounts generation.
* Responsible for Billing Insurance and non-insurance Invoices.
* Responsible for strict compliance of company and insurance policies procedures and protocols.
* Responsible for obtaining approvals/pre-authorization from Insurance companies.
* Responsible for the submission and re-submission of billing/invoices to insurance companies through e-claim portal.
* Responsible to liaise with the insurance companies.

**PRIOR WORK EXPERIENCE IN INDIA----------------------Over 5 years**



**DESIGNATION: SALES EXECUTIVE/FRONT OFFICE EXECUTIVE KEY RESULTS AREA / JOB RESPONSIBILITIES**

* Engaged in superior customer service by making information readily available
* Demonstrated products and services as deemed necessary by clients and management
* Scheduled appointments and meetings as necessary
* Answered questions from clients
* Made product knowledge readily available to self and other sales people through various resources
* Founded ways to sell products in the face of a down market
* Researched client base to find new types of customers and sells to them accordingly
* Created a plan for gaining customers and then retaining them based on warranties or guarantees
* Analyzed and created a plan for engaging the target market
* Analyzed the competition to create a plan for engagement
* Made product appeal to the target market
* Trained other sales people in the art of selling
* Made sure that all salespeople meet quota during a given period
* Sets up booths at trade shows and demonstrates the quality or uses of a product
* Demonstrated superior time management skills and meets sales deadlines

**EDUCATION & CERTIFICATION**



* **MBA (Information Technology & Finance)** –Dr. C. V. Raman University, Bilaspur, India.
* **Bachelor in Computer Application** –Dr. C. V. Raman University, Bilaspur, India.

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| **PERSONAL DETAILS** |  |
| Date of Birth | : 02/01/1981 |
| Gender | : Male |
| Nationality | : Indian |
| Marital status | : Single |
| Language Known | : English, Hindi, Oriya and Urdu. |
| Email: meraj-396167@gulfjobseeker.com I am available for an interview online through this Zoom Link <https://zoom.us/j/4532401292?pwd=SUlYVEdSeEpGaWN6ZndUaGEzK0FjUT09>**Place: Abu Dhabi** | **(Meraj)** |