

CURRICULUM VITÆ

GULSHAN MURAD AHMED AL BALOOSHI



Mobile no: +971559590620
United Arab Emirates, Sharjah /UAQ
Visa Status: UAE Residence Visa-With NOC
Email: -emaan72020@hotmail.com

CAREER OBJECTIVE

Looking for a new opportunity to pursue a career that promises challenge with potential for a significant professional growth and to join a team of professionals, I have developed and utilized various technical skills & time management skills, with ability to work under pressure, Quick learner who works independently or as a member of a team to help achieve results and contribute to the company's growth.

JOB PROFILE WITH HONORS' & ACHIEVEMENTS

- 14 years of UAE Experience in Zulekha Hospital-Sharjah as Customer Relation exe, Thumbay Hospital-Ajman as Insurance Receptionist & Valiant Clinic & Hospital -Dubai as Patients Service Coordinator.
- Have excellent oral communication skills in English, Arabic, Urdu, Hindi & Balochi
- Trained with Multi-Task in Cashier and Insurance Approval
- Perusing in Medical Coding in CPC, CPMA & IR-DRG
- Certified & Trained in Customer Care, Time & Management, And Telephonic Skills from Management Institute.
- Award & Appreciated by the medals certified by employee of month and employee of year in 2009, 2011 & nominated twice for employee of month.
- Certified and Trained in CPR Training in Zulekha Hospital in 2008 & 2018.
- Trained & Certified with the Patient Service Excellence in 2012.
- Certified with Attendance in training of FMS plans, IPSG, BFHI & Risk Management in 2018 & 2019
- Nominated for Einstein Championship Award 2019
- Certified and Awarded with Medal in Idea Matter Contest.

EDUCATIONAL QUALIFICATION

Higher Secondary School Certificate
Gems-Our Own English High School-Shj

Perusing –Medical Coding-CPC & CPMA - (AAPC) & IR-DRG

Holder of certificate MS Office Applications-Interman Computer Institute
Well command in MS Office with typing skill of 58 words per mints, Accuracy 98 %

EMPLOYMENT HISTORY

Present Organization : Valiant Clinic & Hospital
Duration : January 10th 2021 till Present
Designation : Patient Service Co-Ordinator

PRINCIPLE RESPONSIBILITY

- ✓ Receives & promptly resolves callers' inquiries concerning services, promos & insurance eligibility.
- ✓ Effectively executes inbound and outbound callers' communications with quality in accordance with standard call strategies and patient's expectations (talk time, hold time, etc.)
- ✓ Uses computerized system for tracking, information gathering and troubleshooting.
- ✓ Liaise with patients regarding their eligibility and entitlements.
- ✓ Communicates all add-ons, delays, cancellations, and "no-shows" to the relevant assigned staff.
- ✓ Manage and maintain appointments schedule according to each clinic specialty procedures.

Present Organization : ZULEKHA HOSPITAL (SHARJAH, U.A.E)
Duration : June 19th 2008 till 31st December 2020
Designation : Customer Relation Exe

DUTIES AND RESPONSIBILITY

- ✓ Managing daily activities of the Front Desk.
- ✓ Handling customer/ patient queries.
- ✓ Telephonic appointment bookings.
- ✓ Collecting payment of Doctors Consultation in the form of Cash/Credit.

- ✓ Re-scheduling/Cancellation and confirmation of appointments.
- ✓ Updating of patient's personal records.
- ✓ Scanning Insurance card and filling the claim forms.
- ✓ Finding problems of all kinds & serving patients with interaction via phone and in person with, including answering question regarding services.
- ✓ Taking Medical Approvals of card from Insurance Company
- ✓ Dispatching files & Taking appointments for the patient
- ✓ Attending Busy telephone calls & giving information as per required.

Present Organization : Thumbay Hospital & Research Centre-
Ajman
Duration : 23rd Dec 2007 to May 2008.
Designation : Insurance C-Ordinator

DUTIES AND RESPONSIBILITY

- ✓ Perform the tasks of greeting patients and scheduling appointments.
- ✓ Excellent communication skills and customer service Skills
- ✓ Verified and ensured that insurance information and authorizations provided are current, accurate and not approaching expiration.
- ✓ Maintained strict confidentiality related to medical records and other data.
- ✓ Managed coordination of all the aspects of insurance programs.
- ✓ Provided customer-related insurance information and billing assistance.
- ✓ Responsible for collecting payments from patient's by following the insurance.

CORE COMPETENCIES SKILLS

- Excellent customer Care & Time Management
- Extensive knowledge of medical terminology, medical billing
- Possess warm outgoing personality with excellent telephone etiquette
- Excellent interpersonal and communication skills.
- High capability of self-learning and grasping the Contents.
- Multi-Tasking & Problem Solving
- Self-disciplined, hardworking and dedicated.
- Able to work in a highly dynamic environment
- Professionalism and confident.
- Target driven and self-motivated

Reference

Available on Request

