



**JISSY ABRAHAM**

## Contact Details

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## Skill Highlights

- Nursing care for patients and assisting the doctors.
- Strong consultative partnership with insurance firms and members/patients.
- In depth knowledge of medical terminology, OP Billing to assist clients and insurance companies.
- Excellent communication skills (spoken and written).
- Knowledge of medical terminology and codes.
- Understands the common disorders.
- Maintaining proper hygiene.
- Nursing Experience in Operation Theater and OPD
- Strong Performer, Efficient Task Fulfillment within time constraints Collaborative team player & Experienced Team Lead for Complex cases.
- Gained training for the Medical Coding.
- Quick Learner/Adaptable to changing organizational environment.
- Expertise in computer software [Microsoft] and preparing job-oriented spreadsheets.

# Insurance Coordinator/ Assistant Nurse

## Objectives

**Aspiring to work as an Insurance Coordinator or Assistant Nurse in field of Medical Insurance firms, Hospitals or Clinics** that gives scope to apply my knowledge and to obtain a challenging position with an opportunity for growth and development and have a positive attitude, high energy level, willing to take new challenges.

**Highly motivated and accomplished Medical Insurance specialist and Assistant Nurse with UAE, 5+ years' experience** with a solid track record of performance in patient care and medical insurance coordination. Key strengths include ability to meet and exceed targets, a knack for managing on-time responses and the ability to maintain productivity levels.

## Professional Experience



Canadian Specialist Hospital  
المستشفى الكندي التخصصي

**Nursing Service Assistant at Canadian Specialist Hospital**  
**13/02/2021 to 10/03/2023.**

### Job Description

- Support qualified practitioners, as directed in clinical preparation.
- Responsible for coordinating and assisting insurance providers for the purpose of verifying eligibility of insurance claims and processing claims.
- Checking and recording the vital signs of the patients such as blood pressure, temperature, pulse etc....
- Provide assistance and greetings to patients and visitors. Answering phone calls and providing information to callers and reminding patients of upcoming appointments as a courtesy.
- Reviewing, Completing the Patient register procedures and corresponds with admission statistics.
- Ensures basic room and equipment needs within the clinic are met and Updating the Bed status according to procedure and provide administrative support to the ward /Unit.
- Ensure stock levels of required unit documentation are maintained and Ordering unit supplies from stores department and follow up delayed deliveries.
- Assist communication flow within the unit by answering calls and directing them to appropriate members of the healthcare/administrative team.
- Maintaining the patient medical record in accordance with Hospital policy.
- Patients' healthcare-related discharge appointments and treatments are arranged (e.g., x-rays, pathology, ancillary health services)
- Provides the documentation for Billing and Insurance approval coordination.
- Coordinating between patient, relatives, and insurance personnel in case of nil or limited approval under guidance of the Nurse Manager.
- Ensuring Clients expectations are met, and quality client service principles maintained, and complaints resolved promptly. Provides basic assistance to the patients, providing directions, chaperone, escorting them to rooms/reception assisting them in mobility, ensuring safety, privacy, and dignity always.

2.



**Insurance Coordinator at DM Health Care [Aster Medical]**  
**14/12/2014 to 02/04/2018**

### Job Description

- Responsible for coordinating and assisting insurance providers for the purpose of verifying eligibility of insurance claims and processing claims.
- Very good communication and knowing the guidelines of reputed Insurance companies such as Aetna, Damac, Adnic, NextCare, Neuron, Signa etc...
- Work with doctors for determining the insurance coverage and payable claim amount.

### Computer Skills:

- ❖ Good knowledge of Microsoft Office (Word, Excel & PowerPoint)
- ❖ Advanced user of Microsoft Outlook for internal and external communication

### Extra-Curricular Activities:

- ❖ Dancing, Singing, and Reading.

### Workshop/project /Seminar attended on campus:

- ✓ 10<sup>th</sup> International Conference on Geriatric Care [GSICON2013] Participated on November 16<sup>th</sup> & 17<sup>th</sup> 2013 Organized by Geriatric Society of India, New Delhi.
- ✓ Participated in the workshop on "Standards and Quality Assurance in Nursing Administration-Emerging Trends" on 2nd & 3rd April 2013 Held at Nightingale Institute of Nursing, Noida.
- ✓ Seminar attended In Army Hospital Regarding Hospital Administration and Management in April 2014 Held at Army Hospital, Dholakua New Delhi.
- ✓ Reach and Project completed: A Descriptive Study to Assess the Knowledge and Attitude Regarding Higher Education among Nursing Students in Selected Nursing Colleges of Noida.

### Personal Details

**Nationality:** Indian

**DOB:** 07th January 1989

**Languages known:** English, Hindi, Malayalam & Arabic

**Marital Status :** Married

**Visa Status :** Residence Visa.

- Very good communication and knowing the guidelines of reputed Insurance companies such as Aetna, Damac, Adnic, NextCare, Neuron, Signa etc...
- Work with doctors for determining the insurance coverage and payable claim amount.
- Responsible for answering questions on processing insurance claims, insurance coverage and billing procedures within a time limit.
- Handle the tasks of planning and coordinating employee benefit plans like maintenance of records, benefit payment, administrative expenditures, and other related matters.
- Responsible for monitoring the filing of unemployment claims as well as files appropriate response to the state for claims.

3.



**'A' Grade Staff Nurse in General Operation Theatre at St. Stephen's Hospital, Tishazari, Delhi. India 03/2012-04/2012**

#### Job Description

- Attend All Type of Work Related in Operation Theatre.
- Organizing Clinical Teaching, Ward Lectures, and care presentation
- Comprehensive nursing care of patients with various medical illness like CAV, HTN, DM, Renal Failure etc....
- Monitoring equipment like Ventilator, Cardiac monitor, Pulse oxy meter, Gluco Meter, Defibrillation etc....
- Maintaining good interpersonal relationship with patients and other members of the health team.
- Assessment of Vital signs.
- Handing Over the reports to charge sheet, all type of Documentation work.

### PROFESSIONAL QUALIFICATION

- ✓ **BSc Nursing - Nightingale Institute of Nursing CCS University, Meerut. Uttar Pradesh, India. Earned 72% Marks. (2012- 2014).**
- ✓ **Diploma In Nursing& Midwifery (3½ Years) St. Stephen's College of Nursing. Tizz Hazari New Delhi, India. Delhi Nursing Council, 2008-2012.**
- ✓ **Medical Coding Course successfully completed with Good Marks in Internal Exams from Odyssey Informatics, Noida Delhi [Pursing the Coding certification] 2019.**

### Declaration

I hereby declare that all the details furnished above are true to the best of my knowledge.

**Jissy Abraham**  
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