



JITHIN NARAYANAN

CAREER OBJECTIVE

With 7 years of experience in UAE Healthcare industry, seeking a challenging position where I can effectively utilize my skills and knowledge to the optimum level and same time contribute to the success of the organization and improve myself as a professional.



CONTACT

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HIGHLIGHTS

- Result oriented, self-starter, fast learner and able to work with minimum guidance.
- Confident in working by learning from a group and implementing the gained knowledge.
- Proven ability to work efficiently in both independent and team environment.
- Sincerity, reliability, flexibility, dedication and hard works ethics.
- Listen attentively to customer needs and concerns; demonstrate empathy.
- Interacts professionally with all patients, guests, families, visitors and employees.



CERTIFICATIONS

- **Advanced Diploma in Computer Hardware & Networking** - GTec Computer Education, Kerala, India
- **Certificate course in Tally** - GTec Computer Education, Kerala, India

PROFESSIONAL EXPERIENCE

CLINIC INCHARGE

Charakan Ayurveda Vaidyasala, Hosdurg, Kanhangad, Kerala

From 22-04-2019 till 31-10-2019

ASSISTANT REVENUE CYCLE SUPERVISOR

Al Zahra Hospital (NMC Healthcare) Sharjah, UAE

From 01-02-2017 till 07-03-2019

INSURANCE CASHIER/COORDINATOR

Al Zahra Hospital (NMC Healthcare), Sharjah, UAE

From 03-12-2012 to 01-02-2017

BILLING CLERK/CASHIER

Thulunad Chits Pvt Ltd, Kerala, India

From 29-08-2011 to 28-02-2012

TECHNICAL SUPPORT EXECUTIVE

IBM India Pvt. Ltd. deputed from Info Services Pvt. Ltd. India

From 21-07-2010 to 12-08-2011

TECHNICAL SUPPORT EXECUTIVE

Scholar Computer Academy, Kerala, India

From 01-03-2009 to 05-03-2010



DUTIES AND RESPONSIBILITIES

CLINIC INCHARGE

- Management of appointments.
- Duty roster preparation for staff.
- Front desk operations in the absence of staff (Reception & Cash).
- Email checking and replying accordingly.
- Manages the filing, storage and security of documents.
- Manages medical camps in coordination with clubs / other units.
- Supports for patient referral for IP/Procedure cases.
- Performs other duties as assigned by Managing Director.
- Working closely with pharmacy & resort team.
- Interaction with patients & bystanders in taking feedback's in order to improve the services.

ASSISTANT REVENUE CYCLE SUPERVISOR

- Responsible for the liaison services between Al Zahra Hospital/Pharmacy and Insurance Companies/TPAs.
- Contracts Management.
- Networking.
- Pricing and Negotiations.
- Keeping record of new insurance updates and policy coverages.
- Inclusion of medical services.
- Empanelment of new Insurance Companies/TPA's with Al Zahra Hospital Sharjah.
- Coordinating with different departments to resolve issues/complaints/concerns raised by insurance companies/TPAs and vice versa.
- Getting approvals from insurance companies for performing medical procedures.
- Checking and assuring that all supporting documents are received from clinic before sending to insurance companies.
- Send additional information when insurance company ask for further queries about the patient or hospital.
- Employee Benefits Management

INSURANCE CASHIER / COORDINATOR

- Invoicing cash/credit bills for insurance companies/corporates/patients for IP and OP services.
- Cash collection (Patient share) for insured members, complete payment from self-paying patients.
- Obtain Preapproval via phone/fax/mail.
- In patient admission, discharge and bills closure.
- Preparation of required documents for claims processing.
- Shift supervision of Billing Counter(s)/Staffs.
- Petty cash management/Allotment of cash from daily collections to meet minor operational requirements.
- Day end/shift report generation and matching with collected revenue at Insurance Billing counters.
- Coordination with clinics, medical/paramedical team for patient services related to insurance.
- Ensure the accuracy of administrative data entry at various insurance billing counters.
- Part time assistance to claims processing team during peak business period/to meet deadlines





ACADEMIC PROFILE

- **MASTER OF BUSINESS ADMINISTRATION
(INFORMATION SYSTEM)**

Annamalai University, Tamilnadu, India

- **BACHELOR IN COMPUTER APPLICATION**

Annamalai University, Tamilnadu, India

- **PLUS TWO (COMP. SCIENCE)**

Board of Higher Secondary Education, Kerala, India

- **SSLC**

Board of public examinations, Kerala, India



SOFTWARE SKILLS

Operating Systems	: Win 8, Win 7, Vista, Win XP, Win 98 & Linux
Languages	: C, C++, VB, Java
Data Base Skills	: SQL, Oracle
Web Designing Skills	: HTML, ASP.Net
Office Packages	: MS-Office
HIS Packages	: Medinous, Insta



PERSONAL DETAILS

Sex	: Male
DOB	: 28-08-1985
Marital Status	: Single
Nationality	: Indian
Languages Known	: To Read, Write and Speak: English, Hindi and Malayalam
Hobbies	: Listening music, Driving, Travelling
Passport No.	: T8518475, Valid till 30-09-2029
Driving License No.	: 537937, Issued from Sharjah, UAE
Visa Status	: Visit visa (Valid till 01-02-2020)

DECLARATION

I hereby declare that the foregoing information is true to the best of my knowledge and belief. I haven't held back any relevant information that will materially change the text of the information furnished here.

Jithin Narayanan