

# SUMMAIRA SALEEM

Dubai,UAE

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Husband Visa

Available Immediately



## CAREER OBJECTIVE:

Results driven Medical Insurance Coordinator with a passion for detail. Ability to provide administrative support for complex and time-sensitive projects as well as routine duties. Able to adapt to working under pressure and performing tasks with minimal supervision. Skills bilingual, multitasking Through Insurance Claims Handler with 6-year background in medical & dental claims. Provides outstanding customer service to new and existing clients, building, and maintaining relationships through various skills to ensure customer retention

## WORK EXPERIENCE

### Insurance Coordinator

Viva health beauty medical, Abu Dhabi

(From Aug-2021) current job

#### RESPONSIBILITIES:

- Approval submission, eligibility taking, updating patient's records
- daily income report generating for each doctor
- claims reviewing and submitted to coding department
- emails reply, faxing, customer services through phonic and virtually
- Drafted professional correspondence to brokers and customers requesting additional information as required.
- Maintained and updated case management system files with complete accuracy
- Resolved claims through negotiation of settlement, rebuttal of claims and declining cover
- Deal all Outpatient & Dental Approvals through online system
- Queries solved related to Medical Insurance • policies (OP+DN)
- Following Patients for approvals updates

### Insurance Coordinator

German advance medical

Abu Dhabi

(Feb-Sep,2020)

#### RESPONSIBILITIES:

- Deal all Outpatient & Dental Approvals through online system
- Queries solved related to Medical Insurance policies (OP+DN)
- Following Patients for approvals updates
- Resubmission of approval queries and Insurance cards complaints through online
- Customer services through telephonic service, Verbal & through emails
- Following HAAD Insurance guidelines and standard protocols
- Verified insurance benefits and explained to patient's individual levels of coverage
- As well as specific medical criteria.

- Conducted peer to peer appeals with medical Team at the insurance companies for denials.
- Efficiently managed telephone and in-person inquiries related to billing, insurance, and general information.

## **Insurance Coordinator**

Dara ul Shifaa Abu  
Dhabi Feb,2018-  
Jan,2020

### **RESPONSIBILITIES:**

- Deal all OPD & DN Approvals through online system
- Queries solved related to Medical Insurance policies (IP+OP+DN+EMR)
- Following Patients for approvals updates
- Resubmission of approval queries and Insurance cards complaints through online
- Customer services through telephonic service, Verbal & through emails
- Initiated pre authorizations for surgeries and in office procedures
- Verified insurance benefits and explained to patient's individual levels of coverage
- Followed patients throughout the specific pre surgical programs
- Typed letters of medical necessity
- Conducted peer to peer appeals with medical Team at the insurance companies for denials

## **Insurance Coordinator**

VPS Healthcare Abu Dhabi  
Sep,2015-Feb,2018

### **Responsibilities:**

- Deal all OPD & DN Approvals through online system
- Queries resolve related to medical insurance policies (IP+OP+DN)
- Following Patient For approvals related claims processing
- Resubmission of approval queries and insurance cards complaints to companies
- Customer Services through telephonic service, Verbal & through emails
- Online Eligibility processes
- Deal all Homecare billing

## **Document Controller:**

Abdul Sattar & Co Pak  
Sep,2012-Dec2014

### **Responsibilities:**

- Supported financial planning Department to meet Reporting deadlines
- Compile and Inserting data & analysis file retrieval
- Perform verifications procedures on data entered for all projects
- Edited process documents for clarity

## **Data Entry Operator:**

PAC Commissary Karma Pak  
April,2009 –Aug,2012

### **Responsibilities:**

- Online filing & Products Inventory
- Solved customer complaints & Purchase Returns
- Daily checking of products charges and Expiry date
- Improved the quality of goods
- Light weight build & Superb display
- Provides the best way of online billing and purchasing

## **Customer Relation Officer:**

Mobilink telecom Pak

July,2007-Sep 2008

### **Responsibilities:**

- Successfully retained & persuaded several customers who were deciding to discontinue with Mobilink
- Handled online customer queries
- Provide best online services, quality, and value, beyond expectation
- Online SIM replacements, online transactions, online billing, Preparing & maintaining vouchers
- Communicate in regional languages

## **SUMMARY OF STRENGTHS & SKILLS:**

- Self-motivated with good & effective communication skill
- Administrative reports, recording and documentation
- Time management and leadership skills.
- Customer care skills, Solutions oriented, and results driven attitude
- Strive for success and growth

## **Educational Background:**

|                                       |                  |             |
|---------------------------------------|------------------|-------------|
| Bachelors of Law (UOS -under process) |                  | (2020-2022) |
| Diploma of IT                         | (BISE –Pakistan) | (2005-2007) |
| High School                           | (BISE –Pakistan) | (2003-2005) |

## **TECHNICAL QUALIFICATION:**

- Typing speed **50 wpm**
- Microsoft office (word, excel, outlook, Fax, copying, Scanning)
- Internet Applications (emails, attachments, online application)
- Social media Experience
- Coding and problem-solving techniques
- Calculation, Compiling, Documentation

## **TRAINING AND COURSES ATTENDED:**

- Basic Customer Services Training level I from (**Mobilink Telecom**)
- Basic Customer Services Training level II from (**Mobilink Telecom**)
- Customer Service Excellence Award from (**Mobilink Telecom**)
- Spoken English Language & Personality grooming course (**COMSATS**)
- Medical Coding (**Galaxy training Abu Dhabi**)

## **PERSONAL INFORMATION**

Nationality : Pakistani  
Marital status : Married  
Age : 32yrs  
Passport No : FP5759512  
Languages : English, Urdu, Hindi & Arabic (Read/write)

I hereby certify that the fact content in this resume is true and correct to the best of my knowledge  
SUMMAIRA SALEEM