

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-Dec 2014

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