

**Sherin Velencia Fernando**

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**PROFILE**

Detail-oriented and organized RCM professional with over 6 years of experience in revenue cycle management, billing, patient registration, and healthcare service management. Expertise in ensuring accurate billing, managing patient accounts, and maintaining compliance with healthcare regulations. Strong analytical skills with a proven ability to resolve billing discrepancies and streamline financial operations in fast-paced environments. Skilled in providing detailed product information and enhancing revenue through upselling and cross-selling, while consistently delivering exceptional customer service and adhering to industry standards.

**EMPLOYMENT HISTORY**

**Assistant Team lead - Operations**

*Legacy Health LLC May 2018 - July 2024*

* Proficient in ICD-10, CPT, and HCPCS coding systems.
* Responsible for Clients First level / Second level QA based on the Client Complicity.
* Experienced in processing insurance claims and verifying patient eligibility to expedite payments and resolve discrepancies.
* In-depth knowledge of healthcare regulations, including HIPAA and Medicare/Medicaid billing guidelines, ensuring all billing activities are compliant.
* Expertise in managing the PMS from patient registration and charge entry to account reconciliation.
* Adept at identifying and resolving billing errors, reducing claim denials, and improving the efficiency of billing operations.
* Experienced with medical billing software and electronic health records (EHR) systems, ensuring smooth and efficient billing processes.
* Ability to work collaboratively with medical staff, administrators, and finance teams to ensure accurate and timely billing while maintaining positive relationships.

**Process Associate**

*Good Hope Asia Holdings Ltd**February 2015 - October 2017*

* Responded promptly to customer inquiries via phone, email, and chat.
* Provided accurate information about products, services, and company policies.
* Resolved customer complaints and issues in a timely and professional manner.
* Maintained detailed and accurate records of customer interactions and transactions.

Collaborated with other departments to ensure seamless service delivery.

**SKILLS**

* Accurate in Billing and Patient Registration
* Team Leadership
* Technical Proficiency
* Communication & Collaboration
* Attention to detail
* Handling Practice Management Systems
* Customer Service Excellence

**EDUCATION**

**GCE Advanced Level - Commerce Stream** *August 2014***GCE Ordinary Level** *December 2011*

***References will be provided upon request***