SHEESHMA A K

OFFICE ADMINISTRATOR

+971 50 7902344 | sheeshmaak146@gmail.com | Dubai, UAE

EDUCATION

Bachelor of Arts in Psychology
Capital University
Jharkhand, India
2019-2022

Bachelor of Science Nursing
Govt College of Nursing
Calicut, India
2011-2015

SKILLS

- Administration Operations
- Document Management
- Human Resources
- Recruitment Support
- Record Keeping
- Inventory Management
- Customer Service
- Appointment Scheduling
- Data Entry
- Office Operations
- Client Needs Assessment
- Payment Processing
- Communication Skills
- Data Management Systems
- MS Word, Excel, PowerPoint

PERSONAL DETAILS

- DOB: 01/01/1994
- Visa Status: Spouse Visa
- Languages Known: English, Malayalam, Hindi
- Nationality: Indian

PROFESSIONAL SUMMARY

Highly skilled professional aspiring to immerse in office administration by leveraging organizational, communication, and interpersonal skills. Proficient in performing diverse clerical duties, office software and systems to to promote efficient office operations. Adept at handling high-volume phone work, generating comprehensive reports, and providing exceptional customer service.

PROFESSIONAL EXPERIENCE

Medical Coder   **Sep 2020 - Mar 2021**
Advanced Care Group | Sharjah, UAE

- Accurately coded and abstracted medical records, achieving a 98% accuracy rate in the assignment of ICD-10, CPT and HCPCS codes
- Analyzed medical records identifies documentation deficiencies, and processed E-Claims, medical billing, billing of medicines.
- Reviewed, analyzed, and managed coding of diagnostic and treatment procedures contained in outpatient medical records.
- Resolved billing discrepancies by coordinating with healthcare providers and insurance companies minimizing claim denials.
- Maintained a high level of productivity while consistently meeting deadlines for claim submissions.

Medical Coder   **Sep 2019 - Feb 2020**
Al Khail Medical Center |Al Quoz, UAE

- Utilized CPT, HCPCS and ICD-10-CM to translate services into codes.
- Coordinated with physician for insurance card verification, checking eligibility and approvals.
- Interfaced with patients, medical providers, and insurers to review claims adjustments, denials, and billing errors.
- Resourcefully used various coding books, procedure manuals, and online encoders in compliance with coding guidelines and policies.
- Converted every patient diagnosis and lab reports standard codes, and maintained regular updates on medical coding norms.

CERTIFICATIONS

- Advanced Training in Office Administration- Skill Mount Education Training Center, July 2024
- Internship in advanced training course in office administration: Nov 2024 - Feb 2025