

SYED JUNAID

Clinic Manager | Healthcare Administration | Insurance Coordination | Budget Management

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EXPERIENCE

Clinic manager

La rosa medical center

01/2024 - 11/2024 Ajman UAE

- Develop, implement, and monitor the clinic's budget
- New Insurances empanelment
- Insurance pricing process
- Take inventory, and order necessary supplies and equipment
- Create new policies and procedures and ensure they make staff aware of new changes
- Supervise staff and complete routine performance reviews
- Ensure the healthcare facility is following provincial/territorial and federal healthcare regulations
- Update patient medical records
- Keeping medical professionals informed about healthcare administered at the clinic
- Managing the clinic's budget, billing system, and inventory
- Ordering stock and supplies for the clinic
- Overseeing the purchasing, maintenance, and repair of clinic equipment
- Performing the hiring, training, and performance evaluation of staff members
- Managing internal and external communications, and answering queries about the clinic

Staff in-charge & insurance co-ordinator

Dr. joseph polyclinic qusais (ghi)

01/2021 - 01/2023 Dubai

- Detected and apprehended any unauthorized personnel
- Noted and followed up on any unusual behavior
- Responded to calls in both routine and emergency situations
- Maintained accurate and detailed logs of all events that occurred during each shift
- Processed and logged accurate and detailed incident reports
- Operated computers programmed with accounting software to record, store, and analyze information
- Checked figures, postings, and documents for correct entry, mathematical accuracy, and proper codes
- Received, recorded, and bank banked, checked, and vouchers
- Complied with federal, state, and company policies, procedures, and regulations
- Performed general office duties such as filing, answering telephones, and handling routine correspondence
- Maintains records and reports statistics required
- Managed filing and tracking insurance claims and explain insurance details
- Informed patients of the status of their claim on approvals
- Processed insurance and disability claims in a timely manner
- Handled patients' queries regarding their doubts
- Verified and ensured that insurance information and authorizations provided are current and accurate
- Answering calls by addressing customer inquiries, and solving problems
- Provided customer-related claims and billing assistance

SUMMARY

CALL CENTER SUPERVISOR & INSURANCE CORDINATOR More than 10+ years of experience in logistics and hospital administration, dealing with the fundamental skills of clinical management and insurance coordination in a way that is both. functional and meets patient demands. Excellent communication skills, both written and verbal, are possessed by the person while interacting with clients and insurance consultants.

KEY ACHIEVEMENTS



Improved Patient Efficiency

Reduced patient wait times by 30% through streamlined appointment processes.



Cost Reduction Initiative

Successfully negotiated contracts saving 15% annually on medical supplies.



Revenue Growth Achievement

Increased clinic revenue by 25% through new insurance empanelment.



Inventory Management Success

Implemented inventory system reducing shortages by 40%.

LANGUAGES

English

Native



Hindi

Native



Urdu

Native



Kannada

Native



EXPERIENCE

Staff in-charge billing supervisor

Dr. Joseph polyclinic

📅 07/2016 - 12/2021 📍 Karama (ghi) dubai

- Supervising and appraising promote the daily schedule of employees
- Responsible for assisting the staff members in maintaining a positive environment
- Providing friendly service ensuring a Total service for both our customers and team members
- Coordinate and discipline employees
- Greeted patients and visitors and provided them with necessary service and procedural information
- Assisted patients in filling out registration and admission forms and obtained necessary information such as medical histories
- Recorded and verified insurance information by contacting insurance companies over the telephone or through email
- Created and maintained effective liaison with vendors and suppliers to ensure timely delivery of medical equipment and supplies
- Verified appointments and assured that emergent cases were handled in a prompt manner
- Review patients' medical information such as prescriptions for verification and updating purposes
- Receiving calls, transferring to the Concern person
- Taking online sick leaves
- Sending reports through mail
- Assist patients in understanding how their insurance plans work and provide necessary feedback regarding coverage and copays
- Tallying cash with the day-end report
- Implemented a preliminary healthcare education program which proved to be highly successful in providing patients and families with procedural information
- Reduced patient inflow by 50% by introducing an online appointment scheduling system which also resulted in high patient satisfaction
- Follow up with doctors and other medical professionals to obtain necessary information in order to complete records
- Provided support to patients by educating them on registration and admission procedures
- Collaborated with delivery, sales, and billing teams to ensure appropriate coordination between departments

EDUCATION

Bachelor of commerce

University of mysore

📅 01/2011 - 12/2011 📍 Mysore Karnataka

SKILLS

Routing

Statistics

Billing

Customer service

Problem solving

Account handling

Training

Team management