

CONTACT

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Al Nad- Al Qasimia - Sharjah

- Date of Birth: December 12, 1998
- Nationality: Sri Lankan
- Visa Status: Residence

EDUCATION QUALIFICATIONS

2025 January - 2026

TEESSIDE UNIVERSITY, UK

- MBA - Master of Business Administration

Northumbria University NEWCASTLE, UK

- Master of Science in Business Management (MSc)

2023 - 2024

Northumbria University NEWCASTLE, UK

- BSc (Hons) in International Business Management - **First Class Honours**

2022 - 2023

Northumbria University NEWCASTLE, UK

- Graduate Diploma in Business Management (GDM) - BTEC Level 6 - **Merit Pass**
- Chartered Management of Institute (CMI) certificate of recognition.
- Certificate in Business Management (CBM) - **Merit Pass**

2014 - 2017

- Advance Level Examinations | 2017
- G.C.E. Ordinary Level Examination | 2014

ZEINAB IHZAN

RCM PROFESSIONAL - SENIOR OPERATIONS ANALYST

PROFILE

Results-driven RCM professional with 5+ years of specialized experience in U.S. laboratory billing, managing complete revenue cycles for 35+ labs and handling claims with 500+ payers, including Medicare, Medicaid, and commercial insurances. Proven expertise in denial management, A/R follow-ups, payer compliance, and maximizing collections while minimizing rejections. Skilled in high-volume claim processing via AdvancedMD, Availity, Trizetto, Palmetto, and lab portals like Req Labs. Routinely engage with payers via portals and provider calls for claim status, coverage verification, and appeals. Experienced in reviewing requisitions, lab reports, and eligibility for tests (e.g., respiratory panels, urine analysis, COVID) to ensure accurate billing.

Previously served as an Accounts and Marketing Executive at Gulf-Tech Energy Contracting LLC (UAE), supporting finance and outreach, while maintaining a strong focus on healthcare revenue operations. Holds a First-Class Honours BSc in Business Management, currently pursuing MBA and MSc degrees. Proficient in QuickBooks, Excel, and various EHR/billing platforms. Committed to driving accuracy, efficiency, and revenue growth for healthcare organizations.

PROFESSIONAL EXPERIENCES

Senior Operations Analyst

2022-2025

Revenue Cycle Management (RCM)

- Led end-to-end revenue cycle operations, optimizing billing, collections, and reimbursement processes to drive financial performance.
- Developed and implemented denial prevention strategies, significantly reducing claim rejection rates.
- Managed high-value accounts and payer negotiations, ensuring maximum reimbursement and timely claim resolution.
- Provided data-driven financial insights and operational reports to senior management, supporting revenue optimization initiatives.
- Conducted process audits and workflow enhancements, improving efficiency and minimizing revenue leakage.

Trainings and Assessments

- Denial PlayBook
- AR Workshop | Recurring Mistakes & Prevention Methods | Virtual
- Methods 2.0- Accounts Receivable | Operational Training
- Collections Workshop | Recurring Mistakes & Prevention Methods | Virtual
- RMPM Training Workshop
- IPA & Eligibility Verification | Operational Training
- Recurring Mistakes & Prevention Methods Workshop - Cheat Sheets | Operational Training
- General PGX Coding & Billing | Ops Training
- Medicare Beneficiary Identifier (MBI) Format | Operational Training
- Laboratory Coding | Operational Training
- In-Person AR Training | Non-Covid Denials | Operational Training
- Payment Reversal Process | Operational Training | Posting
- Non-Covid Lab Training 01: ID Panel | Operational Training | Billing & Customer Service
- Medical Records & Appeals | Operational Training | DM/OCF & Collections
- Credentialing | TL & Below | Posting / AR / Billing / Credentialing
- Non Covid: Tox & Blood Panel Training
- Assessment | Paid Claims | Operational Training
- Non Covid Lab Training 03: PGX & CGX Panel Training
- Prior Authorization & Referrals | Operational Training
- Recurring Mistakes and Prevention

- Trained and mentored junior analysts and associates, fostering a high-performing team and ensuring adherence to industry best practices.
- Ensured compliance with HIPAA, insurance regulations, and internal financial controls, maintaining data integrity and operational excellence.
- Utilized RCM software, and advanced Excel functions to streamline financial reporting and analytics.
- Managed billing and claims processing for 35+ U.S. laboratories, ensuring accurate and timely submissions across 500+ insurance providers.
- Acted as a provider representative by making direct insurance calls to verify claim status, coverage, and resolve issues, facilitating faster claim resolutions and improving cash flow.
- Utilized RCM platforms including AdvancedMD, Availity, Trizetto, and Palmetto, along with lab portals like Req Labs, to validate billing eligibility for tests such as respiratory panels, urine analysis, and COVID-19 diagnostics.

Operations Analyst

2021-2022

Revenue Cycle Management (RCM)

- Managed A/R follow-ups and collections, effectively reducing outstanding balances and improving cash flow.
- Analyzed denial patterns and payer reimbursement trends, implementing corrective strategies to enhance revenue recovery.
- Collaborated with insurance providers and healthcare clients to resolve claim discrepancies and optimize payment cycles.
- Monitored key RCM performance metrics (A/R aging, first-pass claim acceptance rates, and reimbursement timelines).
- Prepared financial reports and operational insights, supporting management in decision-making and revenue forecasting.
- Assisted in training and mentoring new team members, improving overall team efficiency and process adherence.
- Assisted in medical billing and claims processing, ensuring accurate and timely submissions to insurance providers.

SKILLS

- Assisted in managing the revenue cycle, focusing on insurance verification, billing, and collections.
- Financial Management: Proficient in accounts receivable and payable, billing invoices, and revenue collection. Skilled in using QuickBooks and Excel for financial reporting and analysis.
- Developed and implemented strategies to reduce accounts receivable days and increase cash flow.
- Conducted regular audits and assessments to ensure compliance with industry regulations and standards.
- Provided training and support to junior analysts and other team members on best practices and new procedures.
- Conducted audits and accounts receivable analyses, identifying discrepancies and ensuring accurate record-keeping.
- Reduced outstanding balances through effective negotiation and settlement of overdue accounts.
- Collaborated with various departments to enhance the efficiency of the revenue cycle process, contributing to overall financial health.
- Managed patient accounts and facilitated payment plans, maintaining a high level of client satisfaction and retention.
- Coordinated with the billing department to resolve complex billing issues and streamline the collections process.
- Patient Account Management: Handled patient accounts and payment plans, maintaining high levels of client satisfaction and retention.
- Collections & Negotiation: Reduced outstanding balances through effective follow-ups, insurance coordination, and payment plan facilitation.
- Discrepancy Resolution: Performed A/R analysis to identify billing discrepancies, correct errors, and maintain accurate records.

Associate

Revenue Cycle Management (RCM) (2020 – 2021)

- Conducted initial accounts receivable (A/R) follow-ups, identifying outstanding claims and assisting in recovery efforts.
- Gained expertise in denial management, assisting with appeals and working to minimize claim rejections.
- Maintained and updated patient account records, ensuring compliance with HIPAA and company policies.
- Developed proficiency in RCM software and Excel, supporting data analysis and financial reporting.

GULF-TECH ENERGY CONTRACTING LLC

2024- 2025

Accounts & Marketing Executive

- Working with QuickBooks and Excel for financial data management, reporting, and analysis.
- Assisting in tax compliance and auditing processes, ensuring adherence to company policies and regulatory requirements.
- Developing marketing strategies, including content creation, branding, and digital promotions. .
- Designing and updating company profiles, brochures, and website content to enhance brand presence.
- Coordinating with clients, vendors, and internal teams to streamline financial and marketing operations.
- Analyzing market trends and competitor insights to optimize marketing campaigns and business growth