

# ***Shaik Mohammed Saleem Bajaber***

**Ph: 0097156-5680984**

**Email: – [shaikzaker1137@gmail.com](mailto:shaikzaker1137@gmail.com)**



**Sub: - Application for the post of “Admission & Discharge Billing Officer” “Business Development Coordinator” “Team leader Customer Service” / “Sr. Executive Billing”/ “Payroll Accountant”/ “Guest Service Executive\_ CCO” or any Suitable Post According to my Qualification and Experience in various Department. Req - Reg.**

**Dear Sir/Madame,**

I, believe that I possess a unique mix of experience and skills that can definitely help the company grow. I have the honor to forward my application herewith to you for the post under your kind consideration. As you will see from the enclosed career details. I have Passed **MBA (Hospital and Healthcare Management)**, I am **Post graduate in Commerce** and have **Advanced Diploma in Computer Application and Accounting Packages Focus-wings** and also have passed Diploma in **Typewriting in Arabic** and type writing in **English**. **During** the past six months I have been working for International Modern Hospital as **Business Development Coordinator**, three years worked in NMC Hospital as **G.S.E / CCO** and I had been working for **Saudi German Hospital** four years as **Admission & Discharge Officer** and Four years’ experience as **Sr. Executive Insurance Billing & Customer Care Executive Finance in Zulekha Hospital**

The experience, skills and abilities that I can offer your company include:

- Rich & extensive experience in **Admission & Discharge, Business Development Coordinator, Team leader Customer Service Customer Care, Executive Finance, Sr, Executive Insurance Billing& in Accounts, CCO.**
- Excellent communication (verbal).
- Ability to handle pressure.
- Professional, sincere, hardworking and a positive attitude.
- Experience working effectively in a dynamic, multi-tasking environment.
- Highly articulate and confident team – player, able to communicate to achieve exceptional business performance.
- Ability to manage a team/Project effectively.
- Co-ordination with all departments.

**Languages Known : Arabic, English, Urdu, Hindi, Telugu (Reading, Writing, Speaking)**

**Pursuing Diploma in French language course from C. I. E. F. L (Central Institute of English and Foreign Languages.)**

**ACCOMPLISHMENT:-**I have worked in many parts of the Hospital and have experience in working in most of the departments. I happily comply by anything that is asked of me by my superiors or for the need of the hospital, I am dedicated in my work and do not hesitate to do difficult shifts and tasks. During the peak COVID time, I was tasked to manage (COVID B Block and COVID Tent) ensuring all was conducted pragmatically and to meet the safety and standards that were required during the pandemic. Managed all Insurance patients, Cash Patients, Quarantine (Travelers) Patients, MNC Companies :- Saipem, Lamprell, Petrofac, Geco, Albatha , MPC, PRTC, Sharjah Government , Central Ventilation , NMC Healthcare group including all Medical Centers staff etc., last COVID Tent patient registered by me until the tent was removed. **Privilege of registering 136 including Drive thru patients in one day.**

**The enclosed resume provides more details on the above, as well as on other experience, skills, and abilities that I possess.**

**Thanks!**

# Curriculum Vitae

## **Professional Profile:**

- A dynamic professional experience in Insurance Billing, Administration and in Accounts.
- Associated with Saudi German Hospital as Admission & Discharge officer, in Zulekha Health Care Holding as Sr, Executive Insurance Billing / Customer care Executive Finance, in NMC Hospital as G.S.E /CCO and in International Modern Hospital as Business Development Coordinator.
- Significant exposure in coordinating with clients, forging relations; interfacing with understanding requirements & providing customized services.
- An out of the box thinker with exceptional communications, relationship management and analytical skills.
- Excellent team Player / Manage with Immense interaction skills with the Higher Management and clients.
- Competitive Goal & Profit oriented.
- Building Key Strategic Relationships.

## **Organizational Experience:**

### **Saudi German Hospital.**

Designation – **Admission and Discharge Officer.**

Tenure - 09/07/2016 to 04/11/2020

## **Highlights:**

- Coordinates and monitors a program for admissions and discharge planning that facilitates care and timely discharge of patients
- Handling queries regarding the services offered by the hospital and the cost of treatment and surgeries.
- Prepare cost estimates mainly for in-patient admissions and day cases. based on the clinical condition and resolve the queries
- Decides on discount on inpatient bill for cash patients, in co-ordination with the Admission Manager
- Explains the Inpatient packages to patients or relatives.
- Coordinates with the Insurance Department in regards to insurance approvals of patients.
- Identifies and discusses problems which occur in the discharge planning process with the multidisciplinary personnel.
- Ensures health care team complies with the discharge policies
- Coordinates with doctors and ward nurses for possible admissions and discharges
- Ensures the final bill payment, approvals, co-payments and gives clearance to discharge patients.
- Participates in continuous quality improvement activities
- Reviews pending cases and follow-up effectively on daily basis.
- Admitting patient in system with the full details and ensures advance deposit in case of cash payment.
- Informing authorized person regarding the reasons for extension, special procedures and bill status and ensures more advance payment in case of extension.
- Coordinates transfer of patients to other hospitals for further treatment.
- Reserves room for planned admissions and prepares planned admission list.
- Responsible for Cash/insurance and Corporate Admissions
- Follow up on self-pay patients and insurance patient's bill and necessary financial counseling.
- Attending queries from IP patients' departments regarding the available services at hospital.
- Verifying discharge documents before handing over to the patient and final discharge from system.
- Handling Admission& Discharge issues and appropriate action with necessary departments.
- Monthly reporting of Inpatient statistics and discount statistics.
- Coordinating Ambulance Services

Zulekha Health Care Holding Ltd.  
Designation – Sr. Executive Insurance Billing  
Tenure - 21/08/2013 to 23/08/2015

Highlights:

- Rectification in the patient billing (if any).
- Notification of any repetitive errors to the insurance coordinator and ensuring that the error is not repeated.
- To do the final checking of the claims in terms of medical co-relation, attachments and approval of necessary insurance documents.
- Finalizing the claims.
- Generation of insurance manual invoice correction (if found necessary) and the correction in the same before dispatch.
- Ensuring that there is no missing or duplicate claim.
- Fortnightly preparation of a financial difference sheet a submission to the Account Dept.
- Dispatching of the claims to the respective companies with the acknowledgment statement.
- Allocating the payments received from the Companies to the ledger of respective account.
- Reconciling the queried accounts from the insurance company same and dispatching the same back to the company.
- Getting Approvals for medical procedures.
- Ensuring coverage of claims, guiding staff for correct usage of claim forms, approval papers.
- Coordinating with insurance companies for obtaining information on new policies and their coverage.
- Explaining coverage of medical benefits to patients when required.
- To Liaise with insurance companies regarding eligibility, payments approvals, reconciliation and other requirements.
- To Liaise with patients regarding their eligibility and entitlements.
- To maintain and update records related to per-approvals and reconciliation.

Zulekha Health Care Holding Ltd.  
Designation – Customer Care Executive-Cashier  
Tenure - 06/06/2011 to 20/08/2013

Highlights:

- To collect deductible amount as deposit from the patients.
- To check the co-payment or deductible amount before settling the CVR
- To check the approval for uncovered medicines or service.
- To return the insurance card to the patient
- To settle the previous days claims and hand over the same to the insurance staff.
- To inform insurance department for any new entitlement to be made.
- To settle the CVR before leaves the hospital.
- To settle the pending CVR as per the list prepared by the Finance Department.
- To hand over the daily cash collection to Asst. finance Manger Cash collection after tallying the report.

Al Salaam Trading Est, **Riyadh Kingdom of Saudi Arabia.**

Designation – Accountant.  
Tenure - 06/01/2010 to 15/01/2011

Highlights:

- Maintaining Petty Cash Statement submitting to the General Manager after checked and verified by Director Finance.
- Opening Account of newly joined employees in Riyadh Bank.
- To collect attendance report from HR Department and enter the same in Payroll System.
- Annual leave calculation and payment and Annual ticket payment for employees who completed two years in the organization.
- Issuing salary Certificates to employees, salary transfer letters, pay-slips to employees.
- Maintaining Sickness, leave and Overtime Report.
- Liaison with HR Dept. Regarding yearly increment, appointments, terminations etc.
- Disbursement of salary to cash and cheque payment staff for the month.
- End of service calculation and payment to employees who finished their contract period.
- Preparation of Bank Reconciliation Statement, corresponding with Banks with respect to any discrepancies in the Bank Statements.
- Preparing and Distributing the cheques to Suppliers & follow up with the Banks for payments.
- Responsible for Monthly Inventory of Stock.
- Reconcile suppliers account with their statements of account.

- Monitoring balance of each supplier on weekly basis so that it does not exceed our credit limit with that supplier.
- Assisting to Auditor inquiries.
- Journal entries for all petty cash and company expenses, Other Accounting Functions as required.
- Responsible for Bank Remittances & Withdrawals etc.
- Receive delivery Order from store and verified it from available stock.
- Communicating and coordinating with Accountant of Sister Company for submission of statements for related transaction.
- Assist Accounts and Finance Manager to carry out operational activities of accounts department/.

### **NMC Royal Hospital.**

Designation – G.S.E / CCO.

Tenure - 13/03/2021 to 23/12/2023.

Highlights:

- Greets patients and their families and finds out the nature of their enquiry.
- Complete insurance claim forms and supported document before sending the patient to the doctor and explain to patients about medical insurance coverage, direct billing procedures, deductible, copayment , Insurance Limit etc.
- Provide/ update accurate, valid and complete information required by the patients if any.
- Communicates all information to Floor Supervisor on daily basis.
- Provides information to assist patients or refer them to appropriate contact, either in the organization or elsewhere.
- Advocate Patients' and their families' rights and responsibilities, confidentiality, information and education.
- Expedites flow of patients and ensure that each person receives outstanding customer service by providing a friendly environment.
- Answering questions about Hospital services.
- Delivering information about a Hospital's offerings /Promotions.
- Proactively asking customers for feedback
- Answers phone call in a polite and cordial manner. Maintain proper telephone etiquette.
- Facilitates patients to find the most appropriate physician for their health-related complaints.
- Schedules and books appointments as requested appropriately into Insta System and follow Clinic guidelines in the booking process.
- Confirms appointments through SMS and phone calls.
- Transfers calls to physician, concerned department Nurse, cancels or reschedules patient's appointment as per policy.
- Informs walk-in patients telephonically regarding waiting time.
- Informs new patients to arrive 15 minutes prior to appointment time and to bring Emirates ID and Insurance Card.
- Confirmed SMS text messages are sent out before 10.00 for next day's appointments.
- Facilitates efficient Call Center function by consulting and communicating with all co-workers.
- Maintain complete knowledge at all time of all hospital feature/services/price/packages and hours of operations.

### **International Modern Hospital.**

Designation – BD Coordinator.

Tenure - 22/05/2024 .... Continue.

Highlights:

- Prepare ,review and manage CBD and referral MOU's.
- Track and update referral data, ensuring accurate record-keeping for old and new CBD doctors.
- Manage CBD doctor's data (new and existing), including license expiry tracking.
- Prepare and distribute monthly statements for referral and CBD doctors.
- Collect, organize, and present proof of referrals and feedback forms.
- Manage WhatsApp groups for corporate and clinic communications.
- Act as a point of contact for queries related to CBD doctors and corporate referrals.
- Arrange meetings with the CEO, Medical Director, and other key stakeholders.
- Update doctor names and ensure all team members are informed about license expires.
- Ensure timely payouts to referring doctors and corporate partners.
- Oversee OT (Operating Theater) surgery lists for CBD doctors.
- Manage referral proof and handle group screenshots for reporting purposes.
- Ensure all MOU's of existing and incoming CBD's are approved by authorities
- Maintain and update CBD Tracker.
- Coordinate all incoming and existing Community Based Physicians in coordination with Sales and Marketing Specialist.

- Update Human Resources on new and renewed MOU's of Community Based Doctors in a timely manner.
- Collate required data and report related to CBD documentation.
- Provide valid clinical privileges of Community Based Doctors to Human Resources for final approval prior to joining and renewal of license.
- Coordinate with other departments for patient booking of the CBD'S related to Operation theater, Inpatient and outpatient as applicable.
- Coordinate with Human Resources on CBD's renewal and non-renewal of licenses.
- Perform duties a required by Line Manager.

**Academic& Personal Vitae:**

**M.B.A in Hospital and Healthcare Management.**

**Master Degree in Commerce** from Osmania University.

**Bachelor of Commerce (Computers) Ist Division** from Osmania University.

Passport # - M15898079

Nationality – Indian

Marital Status: **Married with three daughter & Son**

Current Location – UAE

Salary Expectation – Negotiable

**License : Yes till 25042025**

**Technical Qualification:**

- *Advanced Diploma in Computer Education, Sigma Computers.*
- *Diploma in Arabic Typewriting, New Mushtaq Typewriting & Shorthand Institute.*
- *Diploma in Accounting Packages, New Computer World.*
- *Diploma in Microsoft Office, APTECH COMPUTER EDUCATION (U, K)*
- *Typewriting in Arabic / English Lower Grade.*

**Thank you.**

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