



FAYAS FAZILUDEEN

CLINIC INCHARGE & BILLING COORDINATOR

PROFESSIONAL SUMMARY

Dynamic and detail-oriented Clinic in charge cum Billing Coordinator with extensive experience in managing front office operations and ensuring efficient billing processes. Known for delivering exceptional customer service by warmly welcoming visitors, effectively addressing their inquiries, and maintaining high standards of client care. Proficient in managing multi-line phone systems, handling billing inquiries, and reconciling payments with precision. Adept at navigating procedures, verifying final bills, and supporting staff training, contributing to successful interactions with a diverse clientele and enhancing overall customer satisfaction

WORK EXPERIENCE

- **CLINIC INCHARGE (Oct 1st 2024 to present)**
GOLDEN STAR MEDICAL CENTER AJMAN
- **ACCOUNTANT (1 Jun 2023-25 Jun 2024)**
CROWN BUSINESS CONSULTANCY, AJMAN
- **IN-PATIENT ADMIN (Admission & Discharge Billing Coordinator) (10 Oct 2016-18 Jun 2019)**
AMINA HOSPITAL, (Anglo Arabian Group), AJMAN
- **FRONT OFFICE EXECUTIVE (Reception & Cashier) (14 Apr 2015-9 Oct 2016)**
IBINSINA MEDICAL CENTRE (Anglo Arabian Group), AJMAN
- **ACCOUNTANT (26 Mar 2014-6 Apr 2015)**
ACCOUNTS CENTRE (Tax Practitioners & Accounts)
- **ASSISTANT ACCOUNTANT (24 Dec 2012-10 Apr 2014)**
HOTEL RAJ RESIDENCY

DUTIES & RESPONSIBILITIES

- Greeting visitors with a warm and friendly welcome when entering the lobby, maintaining an excellent first impression.
- Registered the patients as per the hospital policy and educated them about the medical policies to be followed.
- Managed front office phone system, answering both internal and external calls regarding queries, information and complaints.
- Entering doctors requisition for lab and radiology as per insurance policy and procedure.
- Clarifies customers questions or concerns about the charges on their bills.
- Responsible for collection and reconciliation of daily co-pays and insurance checks.
- Ability to deal with multi nationalities patients or visitors with multiple languages.
- Maintained excellent customer satisfaction by offering friendly, helpful and informative customer service.
- Help to smoothly run the billing process of all out patients, in patients and the emergency department.
- Dealing with insurance approval situation based.
- Working as a floor in-charge and also supporting and training office staff.
- Handling whole - sole responsibility of verifying the patients final bills before discharge of patient/ handed over the bill to the patients attendant.

CONTACT

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EDUCATION

- BACHELOR OF COMMERCE (B.COM)
- DIPLOMA IN FINANCIAL ACCOUNTING
- HIGHER SECONDARY
- SSLC

SKILLS

- Customer Service Excellence
- Front Office Management
- Billing and Reconciliation
- Multi-Line Phone Systems
- Procedure Navigation
- Insurance Processing
- Staff Training and Support
- Multilingual Communication
- Attention to Detail
- Conflict Resolution

Languages

- English
- Arabic
- Hindi
- Malayalam

U.A.E driving license

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