



FARSEENA JAWHARA

MEDICAL ADMINISTRATION

CONTACT

- 📞 0564288500
- ✉️ ffarzeen678@gmail.com
- 🏠 m
- 📍 Al Majaz, Sharjah
- 🌐 <https://www.linkedin.com/in/farzeenajawhara-100728243>

👤 **VISA STATUS**
Family visa

SKILLS

- Microsoft Application
- Medical Terminology
- Fast Typing
- Presentation
- Communication
- Medical Transcription
- Organized and Punctual
- EMR System
- Data Handling

CERTIFICATIONS

CERTIFIED MEDICAL CODER - UNDER AAPC

PROFESSIONAL OVERVIEW

Highly organized and compassionate Medical Receptionist with experience in managing front desk operations, scheduling appointments, and providing exceptional customer service in fast-paced healthcare environments. Proficient in handling patient inquiries, managing patient records, processing insurance information, and ensuring smooth daily office operations. Strong knowledge in aesthetics, dermatology and dental procedures. A certified medical coder with strong knowledge in insurance rules and guidelines. Known for strong communication skills, attention to detail, and the ability to maintain confidentiality. Adept at multi-tasking and maintaining a calm and welcoming atmosphere for patients and staff alike.

WORK EXPERIENCE

Dr. Sunny Medical Center, Sharjah

Medical Receptionist cum Call center representative 2024- 2025

- Greeting patients, Appointment co-ordination, Greet and assist patients with check-in, ensuring a warm and professional first point of contact.
- Negotiations with clients, Strong knowledge of aesthetics and dermatology, .
- Handle patient billing, payments, and insurance claims, ensuring accurate documentation.
- Provide administrative support to doctors, nurses, and other healthcare professionals as needed.
- Maintain a clean, organized reception area, ensuring a welcoming environment for patients.
- Assist in managing medical office supplies and equipment inventory, placing orders when necessary. Tele sales were handled.
- Follow up with patients on outstanding appointments or procedures, ensuring timely rescheduling. Cash collection and billing records, Settlements.

Modern Clinic , Sharjah

Medical Receptionist 2023- 2024

- Welcome patients and visitors in a courteous and professional manner, providing excellent customer service at all times.
- Efficiently handle appointment scheduling and rescheduling, balancing provider schedules and patient needs.
- Assist with data entry and update the clinic's database with patient information, medical records, and appointment logs.

LANGUAGE

- ENGLISH
- HINDI
- MALAYALAM

- Manage and maintain office supplies, placing orders and tracking inventory for the smooth operation of the clinic. Maintain clean Reception area.
- Tele calls, enquiries were handled , Medical transcription.
- Perform basic clerical tasks, including photocopying, faxing, and scanning patient documents when necessary.

EDUCATION

- Bachelor Of Arts - Literature
- 2018-2022
UNIVERSITY OF CALICUT
- Biology- Maths
- 2016-2018
HIGHER SECONDARY
- Medical Coding And Auditing
- 2021-2021
CARDEA MEDICAL CARE SOLUTION
- Computer application
- 2022-2022
ISO