

# YOUSSEF ELKHODARY



## WORK EXPERIENCE

### Billing Executive - in front desk (march 2024 - present) (Medeor Hospital, AUH)

- Enters information necessary for insurance claims such as patient's insurance details, diagnosis and treatment codes and modifiers, and provider information. Ensures patient's information is complete, accurate and up to date.
- Answer patient questions on patient responsible portions, copays, deductibles, etc. Resolves patient complaints or explains why certain services are not covered.
- Checking eligibility and benefits verification for treatments, hospitalizations, and procedures.
- Reviewing accounts for insurance of patient follow-up.
- Reviewing patient bills for accuracy and completeness, and obtaining any missing information.
- Updating cash spreadsheets, and running collection reports.
- Communicated effectively and professionally with employees, patients, insurance companies and medical facilities.
- Provided excellent customer service ensuring expectations have been met in reference to billing, existing services or potential service enhancements.
- Post medical insurance payments, medical collections, insurance claim follow-up, and provide medical account information.

I am striving to get a job in order to gain experience and develop my skills that will help me to achieve my objects for my career life.



+971 56 902 3392



Yosefkhodary20@gmail.com



Al Falah Street, Abu Dhabi, UAE

## LANGUAGE

- Arabic (native)
- English (fluent)
- Russian (intermediate)

## EDUCATION

### High School

High School Diploma in Science and Literature 2016-2019

## Skills summary

- Excellent customer service.
- Extensive knowledge of the automotive industry.
- Outstanding interpersonal skills.
- Ability to add, subtract, multiply, and divide easily and quickly.
- Proficient cashier and clerical skills.
- Ability to read and understand instructions.
- Hard working.
- quickly and skillfully learning
- billing process

### Medical representative (Pyramids Labs) (August 2021 - May 2023)

- Ranked #1 position for the representatives in my area and I was appointed in charge of them even though I was their newest.
- My area was the most profitable area for the lab.
- Assist customers in their purchase decisions by helping them.
- Select relevant and appropriate products.
- Built up a customer base and customer communications.
- Maintain sales records by Up-sell and cross-sell products and services in order to reach sales targets.
- Offered exceptional customer service to differentiate and promote the company brand.

### Receptionist (Sheraton Hotel) (March 2018 - November 2019)

- Ensure customer satisfaction from arrival to departure.
- Handled incoming and outgoing telephone calls with an overall customer satisfaction core of over 95%.
- Greeted guests, signed them in, and directed them to their destination.
- Understand the needs of each guests and offering the additional information to enjoy their stay at the hotel.
- Keeping accurate records on check-ins and maintaining data confidentiality.