



Ibrahim Ghanayem

Insurance Customer Care/ Medical Approval Officer

Experienced Health and Life Claims Executive with over five years of specialized knowledge in claims management and operational leadership. Dedicated to leveraging expertise in enhancing process efficiencies and customer satisfaction in a dynamic insurance environment.

CONTACT INFORMATION

Address: Sports City, Dubai, UAE

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Email Address: Ghannaem@gmail.com

Visa Status: Family Visa

UAE Driving License : Valid

WORK EXPERIENCE

Insurance Coordinator — Tabarak Hospital, Egypt | 2023 – 2025

Core Responsibilities

- Managed insurance approvals, claims, and reimbursements.
- Verified coverage and coordinated with insurance companies.
- Ensured accurate documentation and compliance with hospital policy

Hospital Pharmacist— Tabarak Hospital, Egypt | 2020– 2023

Core Responsibilities

- Dispensed medications and advised physicians on optimal therapeutic strategies.
- Analyzed insurance claim rejections and improved approval rates.
- Ensured full compliance with pharmacy protocols and drug safety standards.

Call Centre Representative – Al Ezaby Pharmacy, Egypt | 2018 – 2020

Core Responsibilities

- Handled customer inquiries and medication requests over the phone.
- Provided product information and assisted with prescription refills.
- Ensured excellent customer service and accurate order processing.

Pharmacist – Al Ezaby Pharmacy, Egypt | 2015 – 2018

Core Responsibilities

- Dispensed medications accurately and provided patient counselling on proper use.
- Reviewed prescriptions for interactions and ensured compliance with regulations.
- Maintained inventory and supported daily pharmacy operations.

Pharmaceutical Inspector — Ministry of Health, Damietta, Egypt | Jun 2012 – Jun 2015

- Audited private pharmacies for compliance with drug handling regulations.

EDUCATION

- B.Pharm, Pharmaceutical Sciences – Mansoura University, Egypt – 2011
- Diploma in Biochemistry – Faculty of Science, Mansoura University – 2013

CERTIFICATES

- CPC® – Certified Professional Coder, AAPC – June 2025
- Medical Coding by Artificial Intelligence – Ibn Sina Academy – Mar 2025
- Virtual Assistant Program – ALX Africa – Oct 2024

LANGUAGES

- English: Full Professional Proficiency
- Arabic: Native or Bilingual Proficiency

SKILLS

- Claims Management
- Problem Solving & Decision Making
- Regulatory Compliance
- Data Analysis & Reporting
- Customer Service Excellence
- Prior Authorization
- Computer hardware & software troubleshooting
- Remote support (AnyDesk, TeamViewer)
- System diagnostics & problem-solving
- Denial Management
- Claim audit
- Reimbursement Analysis
- ICD-10/CPT/HCPCS