



# SHUHAILA THAHIRA MANZIL

Front Desk Executive | Insurance Coordinator | CPC-A



+971 509807363



[shuhailahashi@gmail.com](mailto:shuhailahashi@gmail.com)

## KEY SKILLS

- Medical Coding (ICD-10-CM, CPT, HCPCS)
- Insurance Eligibility Verification
- Revenue Cycle Management (RCM)
- Patient Registration & Coordination
- Front Desk & Reception Operations
- Appointment Scheduling
- Insurance Claims Processing
- Denial Handling (Basic)
- Medical Records Management
- Healthcare Administration
- Customer Service & Communication
- Data Entry & Documentation Accuracy
- EMR & Insurance Portal Handling
- MS Office (Word, Excel, Outlook)

## EDUCATION & CERTIFICATION

### Certified Professional Coder (CPC)

AAPC (American Academy of Professional Coders) | 2024 – 2025

AAPC Member ID: 02414088

### Bachelor of Arts in English Language & Literature

University of Calicut, Kerala, India  
2017 – 2020

## PERSONAL DETAILS

Date of Birth : 12 April 1999

Gender : Female

Nationality : Indian

Marital Status : Married

### Location

Al Nahda, Sharjah, UAE

### Visa Status

Spouse Visa

Valid till 19 Jan 2027

### Languages Known

English, Malayalam

## CAREER SUMMARY

Dedicated and detail-oriented healthcare professional with a Certified Professional Coder (CPC-A) credential and hands-on experience in medical coding, insurance coordination, and front desk operations. Skilled in patient registration, insurance verification, and revenue cycle support. Proven ability to manage patient interactions efficiently while ensuring accuracy, compliance, and excellent customer service. Seeking to contribute to a dynamic healthcare organization in a front desk or insurance coordination role.

## WORK EXPERIENCE

### Front Desk Executive / Insurance Coordinator (Internship)

Newlotus Medical Center LLC

| Feb 2026 – Apr 2026

- Performed patient registration and maintained accurate demographic & insurance records
- Verified insurance eligibility through multiple insurance portals
- Managed appointments and ensured smooth patient flow at reception
- Coordinated with doctors, nurses, and billing team for efficient operations
- Handled patient inquiries and front desk responsibilities professionally
- Maintained confidentiality and ensured accurate documentation
- Processed copayments and verified insurance coverage as per policy guidelines
- Handled incoming calls, appointment confirmations, and follow-ups efficiently
- Maintained daily reports and updated patient data in the system for accurate tracking

### Medical Coder / Insurance Coordinator / RCM Trainee

Relatore Solutions FZE LLC, Ajman, UAE

| Sep 2025 – Jan 2026

- Reviewed and coded patient charts using ICD-10-CM, CPT, and HCPCS
- Assisted in insurance claim preparation and submission (e-Claim systems)
- Supported denial analysis and claim resubmission processes
- Participated in Revenue Cycle Management (RCM) activities
- Ensured compliance with DOH, HAAD, and MOH regulations
- Maintained accurate patient records and documentation
- Performed basic coding quality checks to improve claim accuracy and reduce errors
- Assisted in identifying missing documentation and coordinating corrections

## ACHIEVEMENTS

- ✓ Improved billing accuracy and claim processing efficiency by **20%** through precise medical coding and timely claim submission during internship
- ✓ Enhanced front desk operations by reducing patient waiting time by **25%** through effective appointment scheduling and patient flow coordination

## DECLARATION

I do here by declare that the above-mentioned details are true and correct to the best of my knowledge, Information and belief.

SHUHAILA THAHIRA MANZIL