



Aijaz Ahmed

BLS Certified | Immediately Available

EXPERIENCE

September 2021 - October 2025

Senior Pharmacist / Medical Insurance Coordinator:

Aster DM Healthcare | Dubai, United Arab Emirates.

- Dispensed prescription and over-the-counter medications following **DHA, DOH, MOHAP regulations**.
- Conducted thorough checks on prescriptions for completeness and dosage accuracy.
- Counseled patients on medication usage, storage, side effects, and precautions.
- Maintained compliance with Good Pharmacy Practice (**GPP**) Guidelines for safe dispensing.
- Provided medication therapy advice to patients and healthcare professionals to enhance health outcomes.
- Performed medication reconciliations for accurate records of new and existing patients.
- Managed stock levels through audits, **FEFO/FIFO** checks, and order forecasting processes.
- Complied with UAE health authority regulations by maintaining pharmacy licenses and controlled-drug registers.

Medical Insurance Coordinator:

- Prepared, submitted, and followed up on medical insurance claims compliant with **HAAD, DHA, and MOH**.
- Ensured accurate claim submissions via **eClaimLink, D365 and AX software systems**.
- Monitored the status of insurance claims and followed up on pending, rejected, and resubmitted claims for multiple providers, including **Nextcare, NGI, MetLife, Oman Insurance, MedNet, Daman, Neuron** and other insurance companies.
- Verified patient insurance coverage and policy limits prior to services rendered.
- Requested and obtained prior authorizations for various medical procedures and services.
- Communicated approvals and denials to doctors, patients, and billing staff efficiently.
- Maintained strong relationships with **TPAs** and insurance companies for clarifications and payment reconciliations.
- Supported accounts department by reconciling payments and resolving discrepancies in a timely manner.
- Proficient in **MS Office (Word, Excel, PowerPoint), Microsoft Dynamics 365 (D365), AX, eClaimLink**.
- Experienced with **major insurance portals (Daman, MetLife, Oman etc.)**.
- Pharmacy **POS and FEFO/FIFO systems** expertise with strong **data entry and reporting skills**.

 Dubai, United Arab Emirates
00000

 +971 545395368

 aijaz.pharma89@gmail.com

SUMMARY

Healthcare professional with extensive experience 10 years in pharmacy operations, insurance coordination, and procurement management.

Proficient in medication dispensing, patient counseling, and claims management, ensuring compliance with regulatory standards.

Demonstrated ability to streamline workflows and enhance operational efficiency in dynamic healthcare settings.

Recognized for strong communication skills and meticulous attention to detail.

SKILLS

- Medication dispensing and accuracy
- Clinical knowledge and prescription review
- Patient counseling and communication
- Drug interaction and safety monitoring

- Inventory management and controlled substances
- Insurance verification and eligibility
- Pre-authorization processing
- Claims management and denial resolution
- Billing coordination and documentation
- Patient and provider communication
- Vendor management and procurement
- Purchase order processing
- Negotiation and cost control
- Inventory monitoring and replenishment
- Procurement compliance

ACCOMPLISHMENTS

- **Store ranked #1 in Non-Pharma Sales** (2025 Q2).
- **Received multiple awards** for daily, weekly, monthly, and quarterly sales performance.
- **Increased pharmacy sales**

20-30% year over year

Through customer engagement and efficient operations.

- **Improve patient medication adherence by 20%** through personalized counseling and Follow-up programs.

LANGUAGES

English: C2

Proficient

Arabic: B1

Intermediate

Hindi: C2

Proficient

Telugu: C2

Proficient

December 2020 - August 2021

Pharmacist / Medical Insurance Coordinator:

FIT For Life Pharmacy | Dubai, United Arab Emirates.

- Ensured accurate medication dispensing by verifying drug interactions and counseling patients on use.
- Conducted prescription verification and provided medication guidance to enhance adherence and health outcomes.
- Managed insurance processes, including eligibility verification and claims follow-up, to reduce denials.
- Oversaw procurement and inventory management through supplier negotiations and stock monitoring.
- Maintained compliance with **DHA/DOH/MOHAP** standards and Good Pharmacy Practice guidelines in pharmacy operations.

August 2015 - October 2020

Pharmacist / Procurement Executive:

Care Pharmacy | Hyderabad, India

- Ensured safe and accurate medication dispensing through verification of drug interactions and patient counseling on proper usage.
- Conducted thorough prescription verification and provided medication guidance to improve treatment outcomes.
- Managed pharmacy inventory with regular stock monitoring, expiry control, and implementation of FIFO/FEFO methods.
- Oversaw procurement operations, including supplier sourcing, price negotiation, and coordination of timely delivery of medical supplies.

CERTIFICATIONS

- **BLS (Basic Life Support)** – American Heart Association
- **DHA License** – Dubai Health Authority
- **DOH License** – Department of Health, Abu Dhabi
- **MOHAP License** – Ministry of Health & Prevention, UAE

EDUCATION

Master's Degree | Pharmacy

JNTU, Hyderabad,, India

HOBBIES AND INTERESTS

- Reading, Table Tennis & Cricket

DRIVING LICENCE

- UAE Driving License (Category B auto)