



ARSALAN WAHEED
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Visa Status:
Residence Visa

Personal Information:

Date of Birth : 06 January 1987
Nationality : Pakistani
Marital Status : Married
Sex : Male
Language : English (Fluent)
Urdu (Fluent)
Punjabi (Fluent)
Hindi (Fluent)
Arabic (Basic)

CURRICULUM VITAE

ARSALAN WAHEED

OBJECTIVE

To build a successful career by working in a promising, creative and challenging environment where I can apply my knowledge and experience to the best of my ability, thus contributing towards organizational goals and the progress of the company, along with personal development.

WORK EXPERIENCE

City Centre Clinic (Majid Al Futtaim HealthCare)

Patient Relation Coordinator

Patient Relation Department

December 2017 – Present

- We greet patients and visitors in a courteous and friendly manner while maintaining professional standards.
- Responsible for moving the patients through the intake and checkout process in the clinic.
- We ensure that all procedures, from pulling the correct patient files to verifying and charting insurance information, are closely followed.
- Ensure that all interactions between administration, employees, customers and outside services run as smoothly as possible.
- We make appointments, manage schedules, direct customers to proper locations and, take and process payments such as the co-pays, deductibles and inquire on previous or future balance.
- Send and receive both regular mail and e-mail, answer phones, order supplies, deal with billing, maintenance and security procedures and manage the efforts of other employees.
- Cross train to perform back office duties when needed.
- Any other duties relating to the business operation of the medical practice that may be assigned by the office manager.

Canadian Specialist Hospital

Patient Engagement Officer

Patient Engagement

December 1, 2016 – September 21, 2017

Front Desk Officer

Internal Marketing Department

December 2012 – November 30, 2016

KEY RESPONSIBILITIES

Patient Engagement Officer

- Greet clients/patients entering establishment, determine the nature and purpose of visit and direct or escort them to specific destinations.
- Provides information in response to queries about the hospital's services.
- Answering telephone calls in a timely and efficient manner, transferring calls as necessary, schedule appointment, check-in the day's appointments, process registration and insurance information.
- Ensuring, as far as possible, that complaints and concerns received are attended to speedily and satisfactorily. Informing the Internal Marketing Manager on any significant issue(s).
- Manage and schedule doctor's appointment via Hospital Management System.
- Prepare files for triage and doctor visits; manage optimal order of patient visits based on emergency walk-ins, latecomers and regularly scheduled appointments
- Contact patients by phone for scheduling reminders and for feedback on cancelled appointments
- Performs other miscellaneous related duties as requested by the Internal Marketing Manager

Cashier

- Thoroughly understand and adheres to proper credit, check- cashing, and cash handling policies and procedures.
- Collects cash, updates patient's accounts, attends to all formalities regarding patient's further deposits and interim bills.

Insurance and Corporate Liaison

- Coordinates and check with insurance/corporate department and companies for limits and also for covered and uncovered treatments.
- Verifies patient insurance coverage, to ensure necessary procedures are covered by an individual's provider.
- Explains to patient the coverage amounts provided by their insurance policy, so they can understand why some procedures may be covered, while others are not.
- Enters data in an accurate manner, updates patient benefit information and verifying that the existing information is accurate.

Admission Liaison

- Pre-admits patients by receiving bookings from physicians; confirming admitting privileges of physicians; entering patient information to pre-admissions database.
- Provides patients with information by explaining hospital admission policies, time of admission, room selection, and telephone availability.

- Secures payments by screening insurance information; identifying patients requiring pre-admission approvals from third-party payers; verifying approvals; notifying patient accounts department of self-paying admissions.
- Ensures patient's arrival to hospital room by assigning patient beds; notifying nursing unit of patient's arrival; calling volunteer to transport the patient to the assigned area.
- Admits emergency room and maternity patients by obtaining information from family members.

Faysal Bank Limited

Customer Relationship Officer

November 2011 – October 2012

KEY RESPONSIBILITIES

- The incumbent of this position is the front-line face of the bank, responsible for handling customer from service and sales perspective.
- Account opening, receiving forms from Customers and ensuring required documentation in accordance with compliance.
- Reporting directly to the Line Manger for enabling better achievement of the given Target, CASA deposit mobilization, credit card sales, bancassurance.
- Increase branch's deposit base by opening and deepening new and old accounts.
- Cross sell other products under the Faysal Bank umbrella.
- Resolving Customer complaints and queries and further forwarding it to the concerned department.
- Data entry of all sales activities and update the log report on daily basis.
- Participate in monthly and weekly performance meeting.

Ensign Communique

Call Center and Sales Executive Officer

April 2010 – October 2011

KEY RESPONSIBILITIES

- Making outbound calls to United States (California)
- Negotiates with US based insurance companies regarding medical lien.
- Settling the dues and recovers medical bills amount of insured clients to generate sales.
- Entering data for outbound calls, queries and sales discrepancies on daily basis.
- Meet the allocated bills collection target on monthly and weekly basis.
- Reporting directly to Campaign Manager for enabling collection target achievement.

Ufone Customer Service

Customer Service and Finance Executive

February 2006 – December 2009

KEY RESPONSIBILITIES

- To perform all customer services and finance activities on the floor.
- Resolving service related complains and forward it to UFR Support department.
- Maintaining sims stock opening and closing log report on daily basis and forwarding it to the concerned department.
- Perform all the prepaid, postpaid and MNP sales and activations.
- Collect Ufone postpaid connections and bill payments by cash, cheques and credit cards through FMS.
- Data entry of prepaid cards, top-up Balance, FMS Reports on daily basis.

TRAININGS AND SEMINARS

- **Weekly Customer Service Training, Monthly Insurance Training, and Medical Terminology Course**
Canadian Specialist Hospital
- **Customer Service Training**
Ufone
- **Account Opening, Bancassurance, Code of Conduct and Customer Service Training Sessions**
Faysal Bank Limited

EDUCATIONAL COURSES

- One year certification in Information Technology from SUCCESS Network Institute
- Pre-Intermediate English Language Certification from DOMINO Learning Center

ACADEMIC HISTORY

Government National College
Bachelor in Commerce
Karachi, Pakistan
2010

Board of Intermediate Education
Intermediate in Commerce
Karachi, Pakistan
2008

SKILLS / STRENGTHS

- Substantial experience and outstanding skills in customer service
- Accustomed to working in fast-paced environments with the ability to think quickly and successfully handle difficult clients
- Excellent interpersonal skills, ability to work well with others, in both supervisory and support staff roles
- Dynamic and enthusiastic with an eager to learn and achieve newer heights.
- Highly organized, ambitious, hard working and target oriented
- Strong sense of responsibility and flexible to associate with diverse environment
- Ability to keep financial records and perform mathematical tasks
- Knowledge of medical terminology
- Understand JCIA regulations and privacy practices
- Computer Literate (MS Office, Outlook)
- Desktop Computer Software/Hardware Assembling, Troubleshooting & OS Installation
- Ms Office 2016 (Outlook, Word, Excel PowerPoint)
- Highly Affiliated with All Internet Applications
- Typing Speed 60 Words Per Minute (WPM) with speed and accuracy

REFERENCE

--Will be furnished upon request--

DECLARATION

I hereby declare that all the information mentioned above is true to the best of my knowledge.

Yours truly,

Arsalan Waheed