

# MUHAMMED FANEESH

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## PROFESSIONAL SUMMARY

Experienced Clinic Manager with a proven track record of success in overseeing operations, driving efficiency, and ensuring high-quality patient care. Leveraging prior experience as a Medical Insurance Coordinator, adept at navigating complex insurance processes and advocating for patients' needs. Skilled in leadership, operational management, and fostering collaborative environments to achieve organizational objectives and enhance the patient experience.

## CAREER HISTORY

Clinic Manager /Dr Ismail polyclinic Mall(Br),JebelAli,Dubai

APR2024-PRESENT

- Overseeing day-to-day clinic operations, including scheduling, staffing, and resource allocation to ensure efficient workflow and optimal patient care delivery
- Leading and supervising a team of healthcare professionals, providing guidance, training, and performance feedback to foster a positive work environment and enhance staff productivity.
- Implementing and monitoring quality assurance initiatives to maintain high standards of patient care, including adherence to clinical protocols, safety measures, and regulatory requirements.
- Implementing strategies to enhance the patient experience, such as improving waiting times, implementing patient feedback mechanisms, and ensuring a welcoming and comfortable clinic environment.
- Managing clinic finances, including budgeting, revenue generation, and expense control, to ensure financial sustainability and profitability while delivering quality healthcare services

Insurance Coordinator /Medical Billing at Dr Ismail polyclinic Mall(Br),Jebel Ali,Dubai

NOV 2023-MAR2024

- Efficiently processing and managing medical insurance claims, ensuring accuracy and compliance with company policies and regulatory requirements.
- Handling authorization requests from healthcare providers, ensuring timely approval and coordination with insurance providers.
- Serving as a liaison between patients, healthcare providers, and insurance companies to address any concerns or inquiries related to medical insurance coverage and benefits.
- Interpreting insurance policies and explaining coverage details to patients, helping them understand their rights and responsibilities.
- Maintaining comprehensive records of insurance claims, authorizations, and correspondence for auditing and reporting purposes.
- Assisting with medical billing processes, including reviewing invoices, reconciling discrepancies, and facilitating payment arrangements with insurance companies.
- Collaborating with insurance networks to expand provider options and negotiate favorable terms for patients.

Associate Front Office Medical Receptionist /Aster DM WIMS Hospital, Wayanad, Kerala

MAR 2022- JAN 2023

- Greeting patients as they arrive, verifying their information, and checking them into the hospital's system.
- Managing appointments for patients, including setting up new appointments, rescheduling, or canceling existing ones.
- Verifying patients' insurance information and processing necessary paperwork for billing and claims.
- Providing assistance to visitors by directing them to the appropriate departments or patient rooms.



## ADDITIONAL INFORMATION

• DATE OF BIRTH	15-02-2003
• MARTIAL STATUS	Single
• NATIONALITY INDIAN	Indian
• PASSPORT EXPIRY	Valid until 2029
• VISA STATUS	Employment Visa

## EDUCATIONAL HISTORY

Graduation in Bachelor of Business Administration  
University of Calicut  
Farook College autonomous, arts and science college

## SKILLS

- Leadership and supervisory experience.
- Strong organisational and multitasking skills.
- Proficiency in office software (e.g., Microsoft Office Suite, Excel ).
- Excellent communication and interpersonal abilities.
- Patient Advocacy.
- Attention to detail and problem-solving skills.
- Knowledge of office management procedures and best practices.
- Ability to maintain confidentiality and handle sensitive information.

## KNOWN LANGUAGES

- ENGLISH
- MALAYALAM
- HINDI
- ARAB (read & write)