



Mohamed Abdelazim Ali

Sharjah

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Team-oriented leader with a focus on customer care, expertise in data analysis and innovative problem-solving. Enthusiastic and attentive health care administrator seeking a position with a growing and reputable health organization

Professional Experience

University Hospital Sharjah

01/15 - 11/20

Patient Access Representative (Customer Services Team Leader)

- Led a team of 11 Patient Access Specialists, overseeing professional development and knowledge of hospital regulations for collecting patient details, medical history, billing, and insurance information
- Prepared patient admission and discharge documentation
- Entered and maintained accurate records in databases
- Informed patients and caregivers about hospital procedures, policies, and protocols
- Provided patients with billing and payment information
- Addressed patient questions, concerns, and issues
- Performed general administrative tasks
- Managed insurance approvals
- Maintained and organized files
- Prepared daily statistics for the ER Department
- Created staff rota

Seha Abudhabi

12/09 - 12/14

Registration Clerk

- Assisting with the process of registering patients for various healthcare services
- Verifying insurance coverage
- Scheduling appointments
- Answering questions or concerns from patients and their families
- Assist with various administrative tasks, such as answering phones, photocopying documents, and filing paperwork

Education

Zagazig university

06/96 - 06/01

Arts - Good

Certificates

- Customer services
- Communication skills
- Digital marketing
- Human resources
- Office administration (short course)

Key Skills

- Ability to multi tasks

- communications
- Computer proficiency
- Problem solving
- Team leader
- Customer service

Interests

- Antiques market
- Premier League

References

Younes - Administrative
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