



## HISSAN KHAN

*Administration / Medical  
Billing / Business Support*

### CONTACTS

#### PHONE NUMBER

+971565342009

#### EMAIL

khan.hissan786@gmail.com

#### ADDRESS

203, Greece Cluster K12,  
International City, Dubai, UAE.,  
Dubai, 4674, United Arab Emirates

### ABOUT ME

*Sincere, self motivated, customer oriented and hard-working with 17.4 years of professional experience in Administration, Business Support & Medical Billing. Thorough and attentive to details. I am adept in Communication, Leadership, Cash & Petty Cash Management, MS Office, Coordination, Vendor Handling & Process Improvement.*

### WORK EXPERIENCE

#### BILLING ASSISTANT

📍 Dubai, UAE

*BELHOUL EUROPEAN HOSPITAL LLC (Part of  
the BELHOUL LIFE CARE family)  
Feb 2013 - May 2022*

##### Responsibilities:

- Preparing Outpatient and Inpatient bills after verifying insurance eligibility, approvals and Dr request.
- Understanding Insurance rule and regulation.
- Tallying and generating reports for submission to the accounts at the end of the day.
- Coordinate with In house Insurance Coordinator for Insurance query.
- Communicating and Coordinating with the nursing and other support departments.
- Collecting and verifying all the necessary documents required for claims submission.
- Any other routine job as advised by the Finance & MIS Manager.
- Answering the queries via mail and telephone.
- Participate in departmental quality improvement and patient safety programs
- Handling daily transactions and maintain accurate petty cash register.

#### TEAM DEVELOPER (TRUSTEE SERVICES MORTGAGE DEPARTMENT)

📍 Mumbai,  
India

*BANK OF AMERICA CONTINUUM INDIA (A  
Non-banking Subsidiary serving international  
clients)  
Dec 2007 - Oct 2012*

##### Responsibilities

- Handled team of 20 associates, assigning Work load, collating data and creating daily Reports for the day.
- Handle Queries from client and settling their accounts Co-ordinating with operations and analyzing the root cause analysis.
- Process Training for the new joiners and handled newly migrated process individually with minimal supervision.
- Auditing and sending daily Audit tracker.
- Sending Daily Report, MTD, Quarterly, Half yearly and YTD Report of Audit
- Preparing fortnightly Dashboard

##### Achievements

- Received Rewards, Recognition certificates and Appreciation mails from managers and seniors management.
- Created macros for the process which is time savings and successfully completed and implemented in the process and

## LINKS

### LINKEDIN

<https://www.linkedin.com/in/hissan-khan-58037927>

### FACEBOOK

<http://www.facebook.com/khan.hissan>

## LANGUAGES

- English



- Arabic



- Hindi



- Urdu



## PERSONAL DETAILS

Date of birth:

26th April 1976

Nationality:

India

Visa status:

Employment Visa

Marital status:

Married

received recognition for the same.

## ASSISTANT MANAGER (STORE OPERATIONS)

📍 Mumbai, India

*CAFÉ COFFEE DAY (A division of Amalgamated Coffee Bean Trading Company)*

*Jan 2006 - Feb 2007*

Responsibilities:

- Managing a broad array of key business activities including store operations, sales, consumer promotions & relationship management.
- Conducting the orientation program for new joiners, training them on Standard operating procedures(SOP) of the product, staffs shift & cash flow etc.
- To maintain and make schedule of staff on weekly bases.
- Responsible for inventory control, stocks ordering & back store management, safety provision, liaison with store staff
- Implementing sales promotional, Discount offers in the stores & Mark down strategies.
- Interfacing with customers to understand their requirements & recommend viable solutions.
- To identify areas of improvement in the service level & ensure operations through accurate & timely delivery.
- Monitoring and supervising team activities and suggesting improvements in their performance.

## JR. ADMIN EXECUTIVE

📍 Mumbai, India

*CAFÉ COFFEE DAY (A division of Amalgamated Coffee Bean Trading Company)*

*Jan 2004 - Dec 2005*

Responsibilities:

- Handled the vendor management.
- Managing and handling vendors, tracking fire fighting equipment, tracking license, maintain employee records, scheduling interviews and training.
- To accumulate the entire indent from the all the cafés in Mumbai on daily bases.
- Compile the data in Excel and send the orders to the Vendors through Mail, Fax or Phone on daily bases.
- To schedules the deliveries of the Orders for the café and to make arrangements of all the necessary supplies for the launch of new Café Outlet.
- To accumulate and compile the data of the stocks of all the cafés in Mumbai for monthly store indent on monthly bases.
- Handled Licenses of all café outlets by maintaining data of license in Excel and Maintained the original licenses files and interact with the licensing consultant.
- To track and maintain Fire Fighting Equipment in the café for all the locations.

- Assisting with documentation and filling of the employees details and scheduling interviews of the candidate with HR.
- To co-ordinate with the housekeeping contractor for requirement of the house keepers in the outlets and their schedules.

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## EDUCATION

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2011

### BACHELOR

*Periyar University, Salem, India*

Bachelors in Commerce:

Periyar University, Salem, India 2010 – 2011

Major: Accounting & Taxation

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## SKILLS

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MS Word



Ms Outlook



Vendor Handling



Customer Service



Planning & Coordination



Communication



Relationship Management



Advance Excel



Cash / Petty Cash  
Management



Scheduling



Administration



Reports Handling



Team Player



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## COURSE

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### CERTIFICATE IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT PROFESSIONAL

*Svarna Institute (KHDA Approved)*

*Oct 2017*