

Ahmed Ezzat EL-Gendy



(Medical Insurance Coordinator)
Customer service
Call center
at Medical Insurance field.

Visa Status: **Resident Visa** – Oud
metha- Dubai - U.A.E
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PERSONAL DETAILS

Date of Birth : 04/01/1992

Gender : Male

Marital Status : Married

Nationality : Egyptian

Languages Known

Arabic & English

Skills

Excellent communication & presentation
abilities

- Excellent negotiation
- Self-motivating - Building and maintaining strong relationships
- Persuasiveness & Self-confidence
- Strong management and organizing skills - Team work and Planning.
- Possess a practical and 'Hands on' approach.
- Continuous learning, skill development.

Summary

Medical Insurance Coordinator, have Master degree in medical science, good knowledge and experience in Medical insurance and medical terminology, have 6 years' experience in medical field including 3 years as a customer service at TPA company, I am looking for a new opportunity and challenge in healthcare to acquire more knowledge and experience.

Education

- Master Degree of Medical Science, Al-Azhar University 2017.
- Higher Diploma of Clinical Bio-chemistry, Monofya University.
- Higher Diploma of Arab inventor and preparation of scientific researcher, Al-Nahda University.
- Bachelor of Science (Biology and life science) Al-Azhar University 2014.

Work Experience

-Medical insurance coordinator (Call center and customer service) at Ecare TPA (Health insurance under Aster Healthcare Group), Dubai. (Mar 2018 until now)

- Receiving calls and Emails from providers and patients then handling queries related to pharmacy, clinics, Hospitals and network and handling rejections as per policy.
 - Manual claims entry on portal by using ICD10 and CPT codes.
 - Supporting clients by Eligibility and coverage list according policy and categories.
 - Contacting with other insurance companies to solving any issue regarding patients or providers and network.
 - Arabic support for all team Op, IP cases and pharmacy team.
- Medical Representative at Dulex lab Company for Pharmaceutical Products, Egypt. (Jan 2016 till Feb 2018).**
- Follow up with doctors in hospitals and clinics and provide them by medical information about company products to increase sales rate.
 - Handling doctors and patients objections about products and medical uses.

- Medical Customer service at Alhoda hospital, Egypt, (Jan 2015 till Jan 2016)

- Greeting customer and recording information for member's.
- Arrange patient appointments with the doctor based on the hospital schedule.