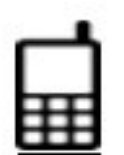


Curriculum vitae

Faizan Fayyaz



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MY PROFILE

AT A GLANCE

- Diversified and multidisciplinary Management with particular Focus on Revolutionary Management.
- Experienced in Developing and implementing strategic plan.
- Strong ability In Personnel Interviewing, Training, and Motivating Skill in Organization and Office Procedures.
- Excelled at interfacing with others at all levels to Ensure Organizational Goals Are Attained.
- Possess excellent Interpersonal, Analytical, and Organizational Skills.
- Proven ability to maintain Good Performance under Pressure.

OBJECTIVE

- To Seek Out, Through Hard Work, My Destiny and Part of the Triumph in the Managerial work.

KEY COMPETENCIES

- Self-Motivated Achiever, Committed To Success By Means of Setting Highest Standards Of Efficiency, Competence and Integrity.
- Ability to Organize and Supervise Work and Affect Team Spirit Amongst Team Members.
- Team player with Aptitude to Contribute towards the Achievement of Department Objectives.
- Ability to Achieve Immediate and Long-Term Goals and meet Operational Deadlines.
- Exceptional Organizational, Analytical, and Managerial Skills.
- Cross-functional experiences.
- Strong Management and Leadership Skills with experience in handling multiple tasks, People Management and Strategic Business Decisions.
- Effective Interpersonal and Communication Skills.
- Good trainer.

COMPUTER SKILLS

➤ Good command on Accounting Software i.e. Peach Tree, Oracle, QuickBooks	Strong
➤ MS-Office (MS Word, MS-Excel, Ms. Power Point)	Strong
➤ Good in typing	Good
➤ VAT	Good

COMMUNICATION SKILLS

- English
- Urdu
- Punjabi

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EDUCATIONAL BACKGROUND

Degree	Grade	Year	Name of Institution / Board
MBA (EXECUTIVE)/M.Phil. Specialization in finance	3.2	2020-2022	Institute of Business and Administration (IBA) University of Punjab, Lahore
B.Com (Hons)/M.com Specialization in finance	3.30/4	2011-2015	Hailey College of Commerce, University of Punjab, Lahore.
Intermediate	B	2009-2011	Forman Christian college
Matriculation	A	2007-2009	Govt. Iqbal high school

WORK EXPERIENCE

Organization: Shaukat Khanum Memorial Cancer Hospital & Research Centre (JCIA Certified)

Organization Type: Health Care\ Hospital

Designation: Senior Patient Billing Officer/ Medical Billing Officer

Tenure: January-2022 to the date

Job Description:

- Resolve credit balances and account issues.
- Coordinated entry of vendor expenses for client reimbursement.
- Audited electronically billed invoices to ensure acceptance by client and payment.
- Manage daily operations of billing department.
- Focus on collections in a timely manner.
- Management of non-compliant and non-paying customer.
- Responsible for directing and coordinating the overall functions of the medical billing and coding to ensure maximization of cash flow while improving patient, provider and customer relations.
- Oversees the operations of the billing department, encompassing medical coding, charge entry, claims submissions, accounts receivable follow-up, and reimbursement management.
- Serve the practice expert and go to person for all coding and billing processes.
- Receive payments and post amounts paid to hospital accounts.
- Answer patient questions regarding problems with their accounts.
- Prepared financial pages for presentation to senior management.
- Posted receipt to appropriate general ledger accounts.
- Precisely completed appropriate claims paperwork, documentation and system entry.
- Verified patient's eligibility and claims status with insurance agencies.

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- Performed charged and patient data entry, including determination of the proper ICD – 9 and CPT codes.
- Verified insurance of patients , including obtaining prior authorization and referrals for procedures.
- Trained employees on new computerized scheduling and billing.
- Performed various other managerial duties including : monthly reporting , filling , telephones, scheduling, transcription, and physician assistance , when necessary.
- Conducted new employ interviews and determined appropriate candidates for open positions.

Job Description:

Designation: Patient Care Officer\ Customer Care Officer

Tenure: January-2017 to 2021

- Compliance with OPD & AS policies and procedures, objectives, quality assurance program, safety, environmental and infection control standards.
- Implementation of ISO program in the department.
- To assist patients and provide information regarding Hospital & Diagnostic Services: registration, allocation of appointment, pre-appointment briefing, providing treatment and diagnostic test information of procedures and Hospital policies.
- Efficient utilization of the porter services for better patient care.
- Accept payment for all the CPT Codes Charge at OPD, EAR and SKDC counters in the form of Cash/ Credit card.
- Accept Donations at Main Reception SKM & SKDC.
- Taking initiatives in improving the service in the department by highlighting any weak area/areas for improvement.
- To ensure that all extra duties such as Patient Education, Clinics Monitoring, Staffing and Development, Training, CHCC Coordination, Writing Minutes of Briefings, Treatment Correspondence, SKDC Coordination, Maintenance, etc. that are assigned to him/her are handled in an organized, efficient and effective manner
- Attend departmental meetings as required.
- To guide all junior colleagues to come up to the required standards of work.
- Should have adequate knowledge of medical terminology related to OPD and SKDC services.
- Issuance of Pathology reports at Main Reception SKM & SKDC and Radiology reports at SKDC.
- Training and development to junior staff.

Job Description:

Designation: Accountant

Tenure: January-2016 to 2017

- Dealing referral letters of different companies.
- Make Guarantee Money of patients in HIS.
- To receive cash and generate invoices of all the Registered and Diagnostic Patients.
- To make Refunds in HIS and manual.
- Prepare Cash Collection Summaries and maintain Summaries Record.
- To close the sale daily basis and deposit the cash in main finance.
- Deposit cash in bank during performing duty at SKDC.
- Maintain to PBS Ledger and patient billing distribution.
- Preparing vouchers of guarantee money, indemnities, wave off doctor's fee.
- Dealing to all corporate clients of SKMT&RC.

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- Handling all matters of payments and refunds as regarding my position.
- To guide all junior colleagues to come up to the required standards of work.
- Maintain the scheduling of Radiation patients.
- Sorting of Radiation machines data.
- Compilation of Radiation files.
- To guide patients about complete flow of Radiation.
- Prepare Cash Collection Summaries and maintain Summaries Record.
- To close the sale daily basis and deposit the cash in main finance.
- Dealing to all corporate clients of Radiation.
- Handling all matters of payments and refunds as regarding Radiation.

PROFESSIONAL DEVELOPMENT

- Employee of the Year 2016.
- Power Thinking by Saima Jamshed (Deputy Manager T&D) SKMCH & RC.
- Basic Radiation Protection by Dr. Humayun Bashir (Chairman Radiation Protection Committee) SKMCH & RC.
- Decision Making & Problem Solving by Mr. Attique Ahmad (Professor Punjab University).
- Excellence in Customer Services .
- Telephone Handling skills
- Cash Handling Skills
- Fire Fighting
- Volunteer work for the HR department in Symposium.
- Volunteer work for the marketing department in many fundraising events (Health Fiesta, Festival of Life, Hide Collection Campaign, If tar Dinner).

MAJOR ACADEMIC PROJECTS

- Business Plan "Islamic finance" on October-2013.
- Report on Human Resource Management of tires and tubes, Subsidiary of service industries on May-2015.

PARTICIPATION AND MEMBERSHIPS

- Participated in Punjab youth festival in 2011.
- Participation in a training session on Appropriate Behavior and Attitude in 2018 at SKMCH&RC
- Participation in a training session on Customer Relationship & Complaint Handling in 2016 at SKMCH&RC
- Participation in a training session on Living Well in 2018 at SKMCH&RC
- Certificate for completing the Basic Life Support Course for Lay Rescuer in 2019 at SKMCH&RC
- Certificate for best football player in 2013 at Hailey College of Commerce
- Certificate of winning 400 meter Race in 2013 at Hailey College of Commerce

PERSONAL INFORMATION

Father Name	Fayyaz Ahmad
Date of Birth	10 march, 1991
Place of Birth	Lahore(Punjab)
Religion	Islam
CNIC #	35202-0736319-3
Marital Status	Single
Nationality	Pakistani
Blood Group	0+
Domicile	Punjab

REFERENCES

References will be furnished if required.