

FAISAL MAHMOOD

BIO DATA:

F/Name:	Mahmood Hussain
Gender:	Male
Marital Status:	Single
CNIC:	82101-9409390-1
Domicile:	Azad Kashmir
Address:	Village and PO Chatter No.2 Tehsil and District Bagh AK.
Contact no:	+923428949449
Email Address:	Fm46.ak@gmail.com

PROFESSIONAL EXPERIENCE:

Employer US Based Healthcare IT Company (CareCloud MTBC)
Designation: Lead Account Manager
Duration JAN 2021- till date

Lead Account Manager of Operations: |MTBC Jan 2021 – Till date

Job Responsibilities include:

- Monitor Team's production and SLA delivery
- Manage day-to-day activities with the team
- Maintaining updated knowledge of company products and services.
- Resolving complaints and preventing additional issues by improving processes
- Perform quality check on the A/R follows or EOB denial analysis work done by the team before it is sent to the clients.
- Monitoring and managing workflow or daily targets to assure timely delivery of agreed SLA’s.
- In addition to administrative responsibilities, follow-up work as well depending upon the requirement.
- Keeping record of client KPIs and team's performance against the KPIs
- Managed Team members to complete tasks on time
- Ran month end and weekly reports
- Assisted Team members in daily duties when needed, Including Sending Statements, reviewing of charges and documentation
- Addressed and resolved client’s concerns
- Respond to higher management

Account Manger Operations: |MTBC October 2019 - Jan 2021

Job Responsibilities include:

- Independently manage all activities of the medical billing cycle of assigned clients.

- Efficient Revenue Cycle Management (RCM) of the assigned clients to establish and maintain positive, long-term relationships with clients.
- Timely and error free medical bills entry and posting of the reimbursements received from insurances.
- Ensuring client satisfaction by an effective and regular follow-up on accounts receivables.
- Swift and accurate remedial actions on claims denied by healthcare insurances.
- Independent and timely communicate with insurances to ensure steady stream of clients’ cash flow.
- Independent and regular communication with client and his office staff including prompt response to their queries and concerns. Account manager is not supposed to take Client Relations team’s assistance.
- Understanding of relevant Key Performance Indicators (KPIs) and working towards positive results for the assigned clients against all KPIs.
- Striving for optimum utilization of company resources on the assigned clients and suggesting areas of improvement.
- Keeping the immediate supervisor aware of all important issues of assigned clients.
- Implement and act in accordance with company information security and privacy policies.
- Ensure compliance with information security responsibilities specific to your job role.
- Protect assets from unauthorized access, disclosure, modification, destruction or interference

EDUCATION

Degree Name	MSc(Chemistry)
Institute	UPR AJK
Session	2019- 2022
Majors	Inorganic
Degree Name	BSc(biomedical science)
Institute	UAJk Muzaffarabad.
Session	2016-2018
Majors	Chemistry, Zoology, Botany
Degree Name	FSc (Pre-Medical)
Institute	GOVT. Model Science College Bagh Ajk
Session	2014-2016
Majors	Chemistry, Physics, Biology

SKILLS

- Expertise in operation\Management ▪ Office operations
- Project Management
- Operations management
- Key Performance Indicators
- Strategic planning

- Policies and procedures
- Staff Management
- Verbal and written communication
- Coaching and mentoring
- Reporting

Reference will be furnished on demand
