

## **SHOAIB NAWAZ**

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House No 55-A, St # 10 Afshan colony Near Amaranth School, Rawalpindi Cantt.

### **OBJECTIVE**

Obtain a position in well-known company so that in-depth knowledge of Medical billing can be put to good use.

### **CORE STRENGTHS**

- Excellent communication skills
- Familiar with **Advanced MD&ECW**
- Ability to work on Multi-Tasking
- Goal-oriented
- Friendly and Patient
- Strong Team player

### **PROFESSIONAL EXPERIENCE**

a) Currently working as "**Team Lead Ops**" in **Bellmedex**

#### **Job responsibilities include;**

- Managing the day-to-day activities of the team
- Conducting training of team members to maximize their potential
- Pull the Aging reports from Soft (**Advanced MD**) and distribute to respective members.
- Contributing to the growth of the company through a successful team
- Communication with insurance companies to gather the data and compile on behalf of doctors/physicians
- Motivating the team to achieve organizational goals

## **PAST EXPERIENCE**

**b) Worked as "AR Specialist" in Nobility RCM**

**(AUG 2019 to Jul 2020)**

- Follow up on Rejections & Denials and resolved them properly in **AMD**
- Entertained patients queries over the phone calls and resolve them
- To analyze the denials and initiate collection efforts as per aging report.
- Document and take appropriate action of all claims which have been analyzed and followed-up in the client's software (**Advanced MD**) & **E.H.R**
- Analyze outstanding claims and call insurance for status of the claims

**c) Worked in METROPOLITAN SOLUTIONS (PVT) LIMITED as a "Key Account Analyst"**

**(Feb 2018 to AUG 2019)**

### **Job responsibilities include;**

- Accountable for proactively handling inbound client inquiries.
- Escalate issues based on priority to the appropriate individuals.
- Organize, record, and follow up on each query.
- Resolve customer problems in coordination with cross functional teams in Timely manner
- Document different client queries in order to build a central repository of Information.
- Served as the link of communication between key customers and internal Teams.

**d) Worked as Client Service Executive in MTBC**

**(Aug 2014 to Feb 2018)**

### **Job descriptions include;**

- Communication with insurance companies to gather the data and compile on behalf of doctors/physicians Payment Posting
- Effectively managed billing office, with A/R's and claims appeals for any denials
- Addressed and resolved clients' concerns quickly and effectively
- Worked in a special project for Eligibility and Benefits for **Fox Rehabilitation**.

## INTERPERSONAL SKILLS

- Ability to concentrate, focus and manage multi-tasking
- Leader/Contributor: Ability to work independently and in groups
- Hardworking and willing to take on new responsibilities and responds to it with good initiatives.
- Highly flexible and adaptive

## EDUCATION

- Bachelors University of the Punjab, 2010.
- Intermediate F.G. College, H-9, Islamabad, 2007.
- Matriculation F.G. Public Secondary School, Saddar, **RWP**, 2005.
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## Hobbies

Reading Books, Cricket

## COMPUTER SKILLS

- MS Word, Excel, PowerPoint and Internet