|  |
| --- |
|  |
| Hasham Shahid_new pictureHasham ud Din Shahid |
| Mobile:+92(333)-6945989 |
| E-Mail: [ranahasham.shahid@gmail.com](mailto:ranahasham.shahid@gmail.com) |
| **Seeking challenging and dynamic assignments in a well reputed organization.** |

|  |
| --- |
| **SYNOPSIS** |
| * A result oriented professional with more than 17 years of exposure in Operations/Admin Management * Expertise in handling a diverse range of operations entailing IT based operations, training and budgeting. * Proven track record of developing procedures, service standards and operational policies, planning & implementing effective control measures to improve the service standards. * Expertise in designing & implementing training programs for bringing keen customer focus, high energy level and team spirit in the employees. * Excellent written, communication, inter personal, liaison and problem solving skills with the ability to work in multi-cultural environment. |

|  |
| --- |
| **AREAS OF EXPERTISE** |
| **Operations Management**   * Developing and implementing procedures, control systems for maintaining hygiene and quality standards. * Manage the operational and fiscal activities of the department to include: staffing levels, budgets, and financial goals * Leading efforts for streamlining processes and generating cost savings in operations. * Evaluate department processes. Recommend and coordinate needed changes based on process analysis * Tele-converse with clients in USA on a regular basis to ensure the smooth running of operations, and resolution of billing related issues. * Participate and provide updates regarding operations in daily managerial meetings * Assist in the development and implementation of operating policies and procedures, in accordance with Federal and State regulations * Ensure that duties, responsibilities, authority and accountability of all direct subordinates are defined and understood * Assist the General Manager to provide planning, programming, and project management support to ensure all project activities are executed in accordance with established means, methods and constraints * Coordinates planning, programming, and management to ensure project activities are executed in accordance with requirements, and schedules to achieve project completion on time. * Serve as the principal liaison with managers and administrators of assigned client components on day-to-day issues within specified areas of billing operations. * Conduct interviews, hire new staff, and provide employee orientation   **Medical Billing Management**   * Ensure profitability of operations and supervise all aspects of Medical Billing management including claim charges, claim submission, payment posting, follow up and/or reimbursement management * Preparation &monitoring of monthly budgets & targets and allocation of responsibilities. * Co-ordinate with operating staff for upkeep of medical billing processes in perfect working order * Carry out routine communication with clients to ensure smooth running of client’s billing activities. * Impart appropriate on the Job training on different updates in the Medical Billing industry, Service Excellence and Teamwork to the Operations staff.   **Client Relationship Management**   * Ensuring high quality services, resulting in customer delight and optimum resource utilization for maximum service quality. * Ensuring maximum customer satisfaction by closely interacting with potential clients & understand their requirements and customizing the product and services accordingly.   **People Management/Training**   * Conducting training sessions forall the team for smooth flow of operations. * Handling operational functions like pre-shifts staff briefings, creating the duty roster, shift management. * Imparting appropriate on the Job training on different updates in the Medical Billing industry, Service Excellence and Teamwork to the Operations staff. * Organizing and conducting practical and theoretical training programs, to enhance skills and motivational levels. |
| **WORK EXPERIENCE** |
| **Since Apr’2021 – Present with Right Medical Billing, Inc. as Sr. Manager Operations**   * Setting up new clients to start the process of medical billing * Translate organizational priorities into achievable project roadmaps and execution plans. * Working on ERs billing and managing Client communication on day-to-day basis * Client transitions on software and Enrollment process * Monthly reporting & Quarterly Internal Audits of clients and presentation   **Since Mar’2020 – Apr’2021 with BellMedEx as Sr. Manager Operations**   * Setting up new clients to start the process of medical billing * Planning and implementing operations procedures and structure * Currently managing Client communication and billing queries on day to day basis * Client transitions on software and Enrollment process * Quarterly Internal Audits of clients and presentation   **Since Jun’2017 – Dec’2019 with Ascend BPO as Sr. Business Analyst**   * **Managing pre-Authorizations and Referrals for the clients** * Managing credentialing and enrollments * **Implementation of Chronic Care Management (CCM)** * Setting up new clients on EMR software and process of medical billing   **Since Jun’2013 – May' 2017 with Physician Revenue Group as General Manager Operations**   * Setting up new clients on multiple billing softwares and process of medical billing * Executing client’s contracts and agreements * Training new resources on different softwares and EMRs * Training clients on EMR and financial activities * Managing credentialing and enrollments * Managing the office in Pakistan, operational & administration affairs   **Since Aug’2011 – Apr’ 2013 with Med-Miles as Supervisor Operations**   * Planning and implementing operations procedures and structure * Training new resources on different softwares and EMRs * Training clients on EMR and financial activities * Managing credentialing and enrollments * Fee Schedule up gradation   **Since Oct’2010 – July’2011 with Sequel Systems as Medical Billing Analyst/Consultants.**   * Analyzed the whole process of Medical Billing and suggested necessary improvements * Implemented the SOPs of Medical Billing and re-organized the team structure * Initiated On the Job training and learning environment to keep up to date with new policies * Motivate employees to achieve peak productivity and performance. Reviewed and interpreted operational data to assess need for procedural revisions and enhancements; participated in the design and implementation of specific systems to enhance revenue and operating efficiency. * Provide advice and assistance to senior management in the planning, implementation, and evaluation of modifications to existing operations, systems, and procedures. |
| **Since Apr’2010 – July’2010 with Medical Transcription and Billing Corp. (MTBC) as Manager Special Projects.**  Established in 1999, MTBC® is one of the fastest growing medical billing companies in America.**Currently providing Medical Billing and Medical transcription services to more than 250 clients in USA focused to create a paperless billing environment.**  **Notable Accomplishments:**   * Successfully implemented standard operating procedures of different MTBC Operational Policies. * Under administrative direction, plans and manages a comprehensive business development & training programs. * Implementing the evaluation protocols as developed and overseeing the data collection and data management including preparing and conducting staff training to implement evaluation protocols. * Translate organizational priorities into achievable project roadmaps and execution plans. * Work with and project manage individual contributors from various departments to ensure completion of work in a timely and efficient manner * Establish and manage operational plans to effectively roll out and maintain programmatic initiatives. * Implement and manage centralized processes to enhance and streamline programs. * Assess the effectiveness of programs, systems, and processes and develop recommendations for improvement. * Project involvement will likely span Curriculum and Training, Program Operations and Program Implementation   **Since Aug’08– Mar’10 with Medical Transcription and Billing Corp. (MTBC) as Manager Operations.**  Established in 1999, MTBC® is one of the fastest growing medical billing companies in America.**Currently providing Medical Billing and Medical transcription services to more than 250 clients in USA focused to create a paperless billing environment.**  **Notable Accomplishments:**   * Manager Operation is responsible for staff including BEs, TLs, Supervisors, and Research & Development personnel (total of300 personnel). * Played key role during the transition of MTBC’s biggest ever client to MTBC EMR an Electronic Medical Record software. * Successfully implemented standard operating procedures of different MTBC Operational Policies. * Represented MTBC Operations Department in ISO Audit IA-09, 2007, IA-10, 2007 and ISO 9001:2000 * Successfully conducted Internal ISO audit of MTBC IT department. * Played key role during the transition of MTBC Operations department from MTBCSoftVB based software) to MTBC-MIS (software developed using .Net platform). * Successful planning & implementation of Paging/Indexing project for MTBC’s biggest ever client. * Played a key role in planning & implementation of MIT (Mission Impossible Team). Team was given some very crucial projects with limited timeline. * Played a Key role in transition during theacquisition process of a Florida (USA) based medical billing company APB (Advanced Physician Billing Co.) by MTBC. * Played a Key role in planning and implementing different data security measures with MTBC DS team.   **Dec’2007 – July’2008 with Medical Transcription and Billing Corp. (MTBC) as Senior Team Leader (Operations).**  Established in 1999, MTBC® is one of the fastest growing medical billing companies in America.**Currently providing Medical Billing and Medical transcription services to more than 250 clients in USA, focused to create a paperless billing environment.**  **Notable Accomplishments**   * Successfully managed the overall billing process of MTBC’s biggest ever client. * Assisted shift supervisor to manage all the operational activities of the shift (around 115 employees). * Successfully worked as acting supervisor for more than a month in the absence of Shift Supervisor.   **Sep’2006 – Nov’2007 with Medical Transcription and Billing Corp. (MTBC) as Team Leader (Operations).**  Established in 1999, MTBC® is one of the fastest growing medical billing companies in America.**Currently providing Medical Billing and Medical transcription services to more than 250 clients in USA, focused to create a paperless billing environment.**  **Responsibilities Performed**   * To ensure Quality, Timeliness & Accuracy in the entire Billing Process. * To provide On-the-Job Training and give lectures on time-to-time medical billing terminologies. * Keeping informed of all changes in the Rules & Regulations of Insurance Carriers and regularly update the teams. * Weekly / Monthly Meeting with Supervisor & Manager Operation, in order to resolve the Provider Issues. * Root-Cause Analysis of different Issues / Problems of Practices. * Tele-Conversing with Insurance Companies for Claim Follow up. * Tele-Conversing with Clients (Doctors) in USA.   **July’2004 – Aug’2006 with Medical Transcription and Billing Corp. (MTBC) as Billing Executive (Operations).**  Established in 1999, MTBC® is one of the fastest growing medical billing companies in America.**Currently providing Medical Billing and Medical transcription services to more than 250 clients in USA focused to create a paperless billing environment.**  **Responsibilities Performed**   * To ensure the accuracy of the medical billing process for clients satisfaction. * To carry out medical billing for off-shore medical providers. * To communicate with the clients over the internet and to assist them with their day to day tasks of maintaining patient records. * To keep the clients and the management informed about the changes and updates in the process of Medical Insurances. |

|  |
| --- |
| **AWARDS** |
| * MTBC-Member of “Team of the month March 2005” * MTBC-Team Leader of “Team of the month January 2006” * MTBC-Team Leader of “Team of the month April 2007” |

|  |
| --- |
| **ACADEMIC CREDENTIALS** |
| |  |  |  |  | | --- | --- | --- | --- | |  | B. A  Comp. App. Course | Dec, 03**–** Dec, 05  Jan-06 ­­­­**–**Jun, 06 | Punjab University, Lahore, Pakistan  Allama Iqbal Computer College, Lahore, Pakistan | |  | H.S.S.C | July, 1998 – June, 2000 | Multan Board of Intermediate & Secondary Education, Multan, Pakistan | |  | S.S.C | May, 1996 – June, 1998 | Multan Board of Intermediate & Secondary Education, Multan, Pakistan | |

|  |
| --- |
| **PERSONAL INFORMATION** |
|  |
| |  |  |  | | --- | --- | --- | |  | Father Name | Muhammad Saleem | |  | Date of Birth | 06thFeb,1983 | |  | CNIC # | **36402-0805832-1** | |
|  |