

Faida Abdullah Al-Hadrami

Khobar , KSA • 966 546663565 •966544175544 Faida.alhadrami@gmail.com

Management Profile: Healthcare Services / Quality / Customer Relations/ Insurance

- A hardworking, competent and result-focused professional with 19+ years of experience encompassing health care services, , inventory management in the pharmacy and Insurance.
- Holds a Diploma degree in Pharmacy from Al- Mana Training Institute-ALKhobar.
- Adept at validation and processing claims, resolving customer issues, Quality for Call Center.
- Expert knowledge of medical-claims, medical insurance policies and procedures and providing quality healthcare services.
- Extensive experience in pharmacy, customer service , quality Assurance , Team leader in customer Service , insurance Coordinator and Improve the service .
- Result-oriented with demonstrated success in meeting business plan while strengthening the customer relationship through a collaborative, cross-functional approach.
- Self-directed with ability to go beyond job-description and exceed expectations.
- Proven record of continually achieving high levels of productivity and efficiency through planning, prioritization and multi-tasking.
- Seeking for a management position to utilize acquired skills and knowledge to deliver results exceeding expectations and adding substantial value to the organization.

Key Skills

- | | | |
|-------------------------|-------------------------|--------------------------|
| ◆ Customer Service | ◆ Training Staff | ◆ Improve Service |
| ◆ Claims Processing | ◆ Quality Health Care | ◆ Development Department |
| ◆ Quality Assurance | ◆ Data Entry | ◆ Stakeholder Management |
| ◆ Operational Support | ◆ Regularity Compliance | ◆ Task Prioritization |
| ◆ Policies & Procedures | ◆ Issue Resolution | ◆ Team Player |

Professional Experience

Senior Team leader Quality Assurance Officer, March 2011 till March 2020
Saudi Next care, Al Khobar, Saudi Arabia

Key Responsibilities:

- Training and assistance to Call center Agents to improve the overall quality of the calls and improving customer service skills of the team and mentoring them.
- Provide a high level of customer service and professionalism taking into account the consideration that customers have an urgent requirement and are looking for instant and immediate action.
- Follow customer service procedures as outlined in the manual to comply with the department's procedures and standards.
- Maintain a thorough knowledge of all departments, network of hospitals, products and services so that customers are provided accurate information on its provider and precede general queries at all times.
- Highlight opportunities and suggest solutions to improve procedures, technology and service to provide continuously universally high level of service to all customers.
- Perform various tasks including reviewing UCAF (patient claims) and prescriptions, communicate with the doctors for diagnosis and check if the claims are valid.
- Explain the reasons to the customers for claims rejected and provided a solution within the policy framework of the company.
- Processed request for in-patient and out-patient approvals and coordinated with insurance companies.
- Deal competently with customer complaints and take all possible actions to resolve the issues to their fullest satisfaction.
- Quality audit daily and provide feedback to all Agents
- Heard the frequency calls on daily and send the report
- Contact providers to send missing documents and answer request in a expedited manner.
- Improve the call center performance.
- Send evaluation calls daily to all staff and sit with them to hear calls and giving feedback .
- Evaluate the satisfaction of customers.

Career Graph:

- Insurance Coordinator.

Key Responsibilities as Insurance Coordinator in Approval office :

- Received the approval requests from insurance companies by Fax.
- Send the requests to insurance companies by Fax
- Send the requests by Waseel .
- Send the requests to insurance companies by on line .
- Communicated with treatment physician.
- Contact with insurance doctors.
- Facilitate the service to patients.
- Contact with patients about approval.
- Read the UCAF and description
- Prepared and presented various status reports on approval office.

Key Responsibilities as Supervisor – OPD Pharmacy:

- Maintained all pharmacy documentation as required by state and federal law. Ensured adherence of pharmaceutical practices within the state, and federal regulations.
- Maintained adequate control and accountability of all drugs. Resolved controlled substance discrepancies.
- Assisted in the selection, education, training and evaluation of current staff, volunteers, students, and residents.
- Responsible for resolution of patient safety reports, customer service complaints and overall patient satisfaction.
- Initiated and led change within the pharmacy department and responsible for resource allocation, and quality improvement.
- Implemented loss prevention, resource allocation and quality control strategies. Ensured accurate and cost effective use of resources.
- Communicate with staff members, medical professionals, and patients about medications.
- Established and maintained effective working relationships with departmental personnel, superiors, employees, and the public.
- Developed, delegated and monitored departmental goals, objectives, and programs. Engage in optimizing pharmacy operations by focusing on measurable results in the department.

Previous Assignments

- **Pharmacy Clerk** , Al Mana hospital , Al Khobar, Saudi, [2000 – 2008](#)

Key Responsibilities as Pharmacist:

- Functioned as great source of advice for patients and worked closely with medical and nursing staff on wards to ensure that the most appropriate treatment is being delivered.
- Informed patients on all aspects of their medicines, including recommending types, as well as administration routes and dosages.
- Suggested whether tablet, injections, ointment or inhaler may be the best form of medication and frequently liaised with medical staff concerning their patients.
- Recommended hospital healthcare professionals on safe combinations of medicines or solutions to specific patient problems
- Offered information on potential side effects and checked that medicines are compatible with existing medication. Monitored the effects of treatments to ensure that they are proving effective, safe and appropriate to the user.
- Monitored the supply of all medicines used in the hospital and acted as in charge of purchasing, manufacturing, dispensing and quality testing medication stock along with help from pharmacy assistants and pharmacy technicians.

Education

- Diploma degree in Pharmacy from Al- Mana Training Institute-ALKhobar

Professional Development

- IFCE (Insurance Foundation Certificate Exam) from Saudi Arabia monetary Agency.
- Course of Quality Insurance Unit Training from Saudi Nextcare .
- Course of skills and abilities in Customer Services from Alsharqia Chamber KSA
- Course of Principles and Practices of Insurance from Impact training and consulting Center (ITCC)
- Course of Data Privacy and Protection Training from Allianz Insurance company
- English Course – British Council

Personal Details

- Nationality: Omani
- Date of Birth: 31 Jan 1982
- Marital Status: [Married](#)
- Hobbies and Interests: [Fishing](#), [reading](#) , [Travel](#)
- Languages: Arabic and English