

# Samar Mahmoud

## Medical Insurance Manager, Key Account Manager



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### PROFESSIONAL PROFILE:

A dedicated and result-driven Medical Insurance Coordinator with a strong experience in optimizing, processing and troubleshooting insurance payments. Expert at managing collections and receivables, referral process and insurance billing functions. Handled over than 4000+ claim/month distributed among 25+ insurance company while guaranteeing the reduction of any loss may occur in claiming process. Successful in recommending strategies to maximize revenue cycle and workflow to meet organizational objectives, Proficient in training and Leading high-performing team to achieve exceptional results in insurance operations and fostering more than 20 clients' relationships to achieve revenue targets.

### KEY ACHIEVEMENTS:

- Reorganize the insurance department with clear missions and visions.
- Control the process of claims submitting and payments of 4000+ claims/m
- train 20+ new staff and 150+ pharmacy undergrads on medical insurance protocols and regulations.
- Build and nurture 5+ key client relationships to grow company profit.
- Plan and coordinate 5+ medical open day projects resulting in increased cooperation with Key clients.

### SKILLS:

- Presentation and Orientation skills
- Analytical skills
- Microsoft Office
- Account management
- Insurance claims processing
- Team Leadership
- Employee training
- Attention to details
- Strategic planning

### PROFESSIONAL EXPERIENCE:

- **Medical Insurance Manager- AlOsra chain pharmacy (Mar 2022 -Present)**
  - Establish a fully organized department with clear work protocols and instructions.
  - Comply with insurance regulations dictated by local and national agencies.
  - Submit claims to insurance companies according to previously agreed timeline.
  - Monitor staff performance, conducting periodic appraisals and outlining personal objectives.
  - Train new staff on insurance regular and/or updated protocols.
  - Analyze weekly and monthly financial reports, including accounts receivable reports and insurance contracts, to facilitate revenue cycle management.
  - Build strong business relationships through regular communication and exceptional service.

- **Branch Manager at AlOsra chain pharmacy (Jul 2019- Sep 2021)**

- Boosted customer base, acquiring new customers and identifying needs to deliver relevant products.
- Designed sales and service strategies to improve revenue and retention.
- Completed audits and checklists to achieve regulatory compliance.
- Maximized branch revenue by optimizing operations and oversaw complete sales cycle process and Control stock movement.
- Selected and mentored senior staff, creating successful leadership team.

- **Branch Manager at Dawacom chain pharmacy ((Oct 2015 –Mar 2019)**

- **Pharmacist in charge – al-sadiq pharmacy (Jul 2014 - Oct 2015)**

- **Claim Officer – Nathealth insurance company (April 2014 - Jun 2014)**

- **Analytical instructor – Islamic society collage (Oct 2013 – Feb 2014)**

- **Lab technician (QC/R&D) - Media Ink Company (Sep- 2011 – Feb 2012)**

## **EDUCATION:**

- Clinical pharmacy professional diploma (Aug 2017 – Aug 2018), Jordanian expert team for training and consulting in the collaboration with Applied Sciences Private University.
- BSc in Pharmacy, (Feb 2012, Jun 2014), excellent, Isra'a Private University, Amman Jordan.
- BSc in Applied chemical sciences, Good, Jordan university of Science and Technology.

## **CERTIFICATES:**

- Pharmaceutical mini-MBA (Aug 2023-Oct 2023) top pharma academy in collaboration with Hashemite university, Zarqa, Jordan.
- Supply chain management in practice (Jun 2023-Nov 2023), Change Zone for training consulting and coaching.
- Leadership and time management (Sep 2022 – Oct 2022) AlOsra pharmacy
- Clinical pharmacy professional diploma (Aug 2017 – Aug 2018), Jordanian expert team for training and consulting in collaboration with Jordan university of Science and Technology, Irbid, Jordan.
- Tobacco dependence treatment (Global Bridges) Nov 2015
- Reproductive health and rights (Acted) NoV 2014
- Injection (Jpa)

## **LANGUAGES:**

- Arabic: Native language
- English: Excellent
- German: Intermediate A2:2