



# ASEEL ALFAOURI

## Pharmacist



### MY CONTACT

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M: Single



### PERSONAL SKILLS

- Medical claims processing
- Pharmacy operations management
- Provider network negotiation
- Data analysis and reporting
- Team collaboration
- Patient care and consultation
- Strong communication skills
- Attention to detail
- Effective multitasking
- Regulatory compliance
- Inventory management
- Problem-solving abilities
- Customer service excellence
- Training and onboarding of staff
- Process improvement initiatives
- Familiarity with pharmaceutical software



### LANGUAGE

Arabic



English



### PROFESSIONAL SUMMARY

A well-trained and self-motivated pharmacist with extensive administrative, operational, and service-oriented skills, I bring significant value to both the medical and health insurance sectors. Organized, detail-oriented, and a strong team player, I possess excellent communication skills and am capable of managing complex tasks in fast-paced environments. My experience includes pharmacy management, medical claims processing, and building healthcare provider networks.



### EDUCATIONAL BACKGROUND

|  |                        |
|--|------------------------|
| <b>Bachelor's Degree in Pharmacy</b>   | • Amman, Jordan (2021) |
| Middle East University                 |                        |
| <b>Diploma in Pharmacy</b>             | • Amman, Jordan (2018) |
| Amman Training College                 |                        |
| <b>High School - Scientific Stream</b> | • Amman, Jordan (2016) |
| AlHassad AlTarbawi Schools             |                        |



### CERTIFICATIONS & TRAINING

#### Anti-Money Laundering Course

- Jordan Insurance Federation, Amman, Jordan (2023)

#### Online Pharmacy Training

- Professional Academy Pharmacy, Amman, Jordan (2022)

#### OTC & Skincare Courses (Online)

- Dr. Abdullah Al Lomazi & Dr. Moath Tahhan, Amman, Jordan (2022)

#### English Language Course

- Professional Consultants Academy, Amman, Jordan (2022)



## WORK EXPERIENCES

### Network & Claims Officer (Medical Insurance Department)

Arab Union International Insurance Co. (RUM Insurance)

Sep 2023 – Sep 2024

- Prepared and reviewed agreements with healthcare providers, ensuring comprehensive and transparent terms.
- Conducted personal onsite visits for contract signing and led training sessions for providers on using the online claims system.
- Drafted and distributed provider manuals, serving as a reference for claims procedures.
- Managed claims from initial receipt to settlement, including documentation, auditing, and medical evaluation.
- Coordinated with healthcare providers to resolve queries and disputes related to claims.
- Analyzed claim statistics, calculating turnaround times and reporting financial impacts.
- Assisted with policy amendments, such as additions and deletions, and calculated related financial outcomes.
- Liaised with the Financial Department to ensure accurate financial records based on daily insurance transactions.

### Pharmacist

Al Ramahi Pharmacy, Amman, Jordan

June 2022 – Sep 2023

- Delivered daily pharmaceutical care, including prescription dispensing and patient consultations.
- Advised patients on medication usage, side effects, and potential interactions.
- Managed inventory, ensured stock levels were maintained, and placed orders for medications.
- Ensured regulatory compliance and managed controlled substances following legal requirements.

### Pharmacist

Al Tabasheer Pharmacy, Amman, Jordan

Jan 2020 – June 2022

- Provided pharmaceutical services, including dispensing medications and offering healthcare advice.
- Assisted customers with over-the-counter (OTC) products, advising on their appropriate use.
- Managed daily pharmacy operations, including cash handling, record-keeping, and inventory management.
- Communicated with healthcare professionals to verify prescriptions and ensure safe medication practices.

### Pharmacist (Intern)

Makassed Hospital, Amman, Jordan

April 2019 – June 2019

- Assisted in the dispensing of medications and ensured accurate prescription fulfillment.
- Counseled patients on medication usage and lifestyle adjustments for better health outcomes.
- Supported the pharmacy team with daily operations, including inventory checks and documentation.



## ADDITIONAL PARTICIPATION

### Claims Training | NatHealth, Amman, Jordan (2023)

- Completed a month-long training focused on claims processing and insurance management.

### Project Contribution

- Played a key role in RUM Insurance's in-house medical insurance management project by successfully developing a network prototype, covering healthcare providers across various specialties.