



SANWAL MUNIR

RCM Specialist s Virtual Assistant

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OBJECTIVE

Detailed-oriented **RCM Specialist** and **VA** with **5+ years** of experience in US healthcare operations. Strong hands-on experience with different practice management software for patient records, scheduling, billing, and insurance workflows. Specialized in obtaining approvals for Urology, Gastroenterology (GI), Allergy/ENT and Pediatric services. Expert in using payer portals such as Availity, Navinet, UHC, and BCBS for eligibility verification, benefits checks, and complex prior authorization submissions. Fully compliant with HIPAA standards, focused on 100% documentation accuracy and timely follow-ups to maintain a smooth revenue cycle. Available for US Eastern Time (night shift) to support real-time medical billing and clinical operations.

PROFESSIONAL EXPERIENCE

RCM Specialist & Virtual assistant

Prime Doc Billing LLC – Islamabad, Pakistan

Nov 2023 – Present

- Manage daily administrative tasks including scheduling, email correspondence, and document updates.
- Specialized in Dentrix for patient management, insurance billing, claims processing, and revenue cycle support.
- Coordinate with internal teams and clients to resolve queries efficiently.
- Prepare reports and summaries for management review.

Billing & AR Specialist

Dec 2022 – Oct 2023

Provider Care Billing LLC – Islamabad, Pakistan

- Handled client communications via email and virtual meetings.
- Managed calendars, scheduled appointments, and coordinated meetings.
- Performed data entry and maintained up-to-date client records.
- Assisted in preparing presentations, reports, and spreadsheets.
- Ensured confidentiality and compliance with company policies.

Account Manager – RCM

Oct 2020 – Nov 2022

MTBC – Bagh, Azad Kashmir

- Provided administrative support to multiple departments.
- Organized and maintained digital and physical filing systems.
- Assisted in onboarding new team members and training on internal tools.
- Prepared and distributed internal communications and reports.
- Supported project tracking and task management.

SKILLS

- Virtual Administrative Support Calendar &
- Email Management Data Entry & Database
- Maintenance Online Research & Reporting
- Document Preparation & Editing Client
- Communication & Customer Support Task &
- Project Coordination Social Media
- Scheduling & Updates File Organization &
- Cloud Storage (Google Drive, OneDrive) MS
- Office Suite (Word, Excel, Outlook,
- PowerPoint) Time Management &
- Prioritization Problem Solving & Workflow
- Dental Billing

EDUCATION

Bs Geology

University of Azad Jammu and Kashmir

2016-2020

TECHNICAL SKILLS

- **Productivity Tools:** MS Office Suite (Word, Excel, Outlook, PowerPoint), Google Workspace (Docs, Sheets, Drive, Calendar)
- **Communication Tools:** Zoom, Microsoft Teams, Slack, Skype
- **Project Management:** Trello, Asana, ClickUp
- **File Management:** Google Drive, OneDrive, Dropbox
- **OtherSkills:** Data Entry, Online Research, Social Media Scheduling

CERTIFICATIONS

HIPAA Compliance Training

- Health Insurance Portability and Accountability Act Compliance Training

LANGUAGES

- English – Fluent
- Urdu – Native

REFERENCE

- Available upon request