



Adeel Muhammad Ikram

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Visa Status - Valid (Two Years Permit)

Driving License - Valid (Bahrain)

REVENUE CYCLE MANAGEMENT

Strategic and performance-driven healthcare and business operations leader with 13+ years of experience delivering measurable improvements across revenue cycle management, insurance operations, billing compliance, and product development. Proven expertise in leading cross-functional teams, driving process enhancements, and maximizing stakeholder value through innovative, data-backed decision-making. Adept at aligning operational strategies with organizational goals to optimize performance in fast-paced environments.

KEY COMPETENCIES

- RCM Optimization
- Strategic planning
- Client relationships
- Claims Management
- Insurance Master setup
- Revenue Budgeting & Forecast
- Business development
- Cross Functional Collaboration
- Contract Adhere
- Operations management
- Team leadership
- Communication
- Variance Analysis & Costing
- CPT Price & Coding
- Denial Management

PROFESSIONAL EXPERIENCE

Pace Advertising LLC, Pakistan

Apr 2025 - Present

Operation Manager (RCM & Business Development)

Lead cross-functional teams across RCM, Telemedicine, and Tele-sales, driving strategic growth and U.S. market expansion. I ensure compliance, streamline processes, and enhance client satisfaction through data-driven decision-making. Cultivated high-performance teams and delivers measurable results across operations and sales.

Accomplishments:

- Spearheaded the successful launch of a regional RCM and telemedicine solution, strategically expanding operations to the U.S. healthcare market.
- Directed diverse teams including Customer Service and Business Development, ensuring seamless coordination between product, sales, and client operations.
- Collaborated with U.S.-based stakeholders to enforce billing and coding compliance, boosting claim approval accuracy and client satisfaction.
- Standardized Internal Product Development Practices, Led team training and documentation efforts to ensure consistency in development, improve regulatory alignment, and scale the solution efficiently.
- Expanded Tele-Sales Capabilities, Oversaw the integration and performance of tele-sales functions to support product outreach and client acquisition across regions.

Bahrain Specialist Hospital , Bahrain

Feb 2012 - Mar 2025

Supervisor RCM & Claims

Led the RCM department at Bahrain Specialist Hospital, managing a 15+ member team to drive faster reimbursements, reduce denials, and improve revenue performance. Introduced automation, streamlined workflows, and delivered strategic insights through KPI dashboards and contract analysis.

Accomplishments:

- Improved Reimbursement Timelines by 30% - Revamped claims workflows and established direct payer engagement strategies, accelerating cash flow and financial efficiency.
- Reduced Manual Workload by 40% - Implemented automation in denial tracking and follow-ups, enhancing operational productivity and accuracy.
- Delivered Strategic Financial Insights - Designed and presented customized KPI dashboards and MIS reports to senior leadership, supporting data-driven decisions.

- Reduced Aged Receivables by 25% - Collaborated with insurers to resolve claim disputes, improving receivable turnover and reducing bad debt risk.
- Optimized Pricing and Profitability - Led pricing structure redesign and zero-impact analysis to align services with market trends while minimizing financial risk.
- Strengthened Project Planning & Feasibility - Conducted cost-benefit analyses for new services, contributing to successful bidding strategies and expansion plans.
- Recognized for Leadership & Excellence - Earned 'Employee of the Year' and was promoted to Supervisor due to outstanding performance and team leadership.

Arai Trading Group WLL**Jab 2009 - Jan 2012****Assistant Account**

Managed accounts payable/receivable and payroll operations for major telecom projects. I streamlined reporting and reconciliation processes, ensuring timely vendor payments and accurate financial tracking to support smooth project execution.

Accomplishments:

- Managed AP/AR and payroll for telecom projects, ensuring accuracy and timely execution.
 - Streamlined reporting and reconciliations, improving financial tracking and vendor payment cycles.
 - Strengthened ledger accuracy through improved monitoring and documentation.
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EDUCATION**Allama Iqbal Open University**

Bachelors - Finance & Accounting (B.com)

PROFESSIONAL CERTIFICATIONS**Certificate** - Revenue Cycle Management, Healthcare - **Alison, UK****Certificate** - HIPPA Compliance, Medical Billing & ICD-10 Coding - **Alison, UK****Certificate** - CDMP, Certified Data Management Professional - **Alison, UK****Certificate** - Fundamentals of accounting- **Alison, UK****Certificate** - Lean Six Sigma, Green Belt - **Alison, UK****KEY ACHEIVEMENTS**

- Awarded 'Employee of the Year' for exceptional performance in revenue cycle leadership.
- Promoted to Supervisor – RCM due to outstanding contributions and leadership.
- Delivered presentations at GCC Health Insurance Conference & Exhibition.
- Successfully led VAT implementation and price restructuring projects.
- Restructured the entire RCM workflow and resource model, enhancing productivity, cashflow, and audit readiness.
- Achieved 10% YoY growth in insurance revenue through optimized claims processing, payer and corporate engagement strategies.