

# SAWSAN JAMAL

## WORK HISTORY

### Customer Service Team Leader, 04/2020 - Current KidsHeart Medical Center, Abu Dhabi

- Manage, lead, train and develop a team of Customer Service Officers in the delivery of excellent service to extend individual skills and achieve overall objectives
- Identify workload issues in team and make adjustments
- Experience in a Customer Service lead role
- Highly effective team management skills
- Demonstrate exceptional interpersonal skills
- Ability to set targets & streamline processes
- Monitor the activities to ensure all service levels committed are met and exceeded

### HAAD Licensing Officer

- Handle the entire Health Authority of Abu Dhabi (HAAD) process including Health Professional Licensing; Credentialing, and Examination
- Keeping track of the HAAD license status for all healthcare professionals
- Initiate communication with healthcare professionals for timely submission of necessary documents
- Interpret, assist and advise applicants regarding Dataflow and HAAD requirements within the specified guidelines

### Medical Insurance Coordinator

- Handled all claims and communications within established service level agreements.
- Provided claims advice to clients, managing expectations and explaining claims processing timelines.
- Determined insurance cover level and relevance for accurate claim assessments and confirm insurance coverage with insurance companies by diagnostic and procedural codes
- Sending approvals & request pre authorization approvals.
- Communicate directly with patients regarding deductibles, coinsurance, self-pay, and special payments arrangements primary accounts.

### Receptionist / Call Center & Patient Coordinator

- Answer patient calls, emails and questions, including finding insurance estimates, schedule patient visits.
- Ensure compliance with professional standards & regulatory requirements.
- Work as a team player to ensure each patient receives the best service possible.
- Meet with patients and families regarding treatments, procedures, medications, and continuing care.
- Provide community resources and referrals for continuing care.

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## SUMMARY

Highly motivated Customer Service Team Leader with strong client relationship building skills and excellent organizational skills. Provides customers with optimal products and services to meet their specific needs. Detail-orientated and driven with proficiency in customer relationship management, conflict resolution and leadership. Dependable, bilingual and courteous self-starter aiming.

## PERSONAL DETAILS

Birth Of Date: 07 May 1998  
Nationality/ Place Of Birth: Yemeni, Aden  
Home Town: Abu Dhabi, United Arab Emirates

## SKILLS

- Teamwork, Communication
- Problem Solving, Integrity
- Presentable, Intelligent & Sociable
- Enthusiastic and Ambitious
- The ability to adapt to conditions
- Enjoy the work and the spirit of cooperation
- Hard working and punctual

## EDUCATION

High School Degree, Scientific, 05/2015  
Emirates Private School - Abu Dhabi , United Arab Emirates

## LANGUAGES

Arabic C2  
Proficient  
English B2  
Upper intermediate