

Fatima Elkhoully

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Self-motivated and experienced professional providing internal employee development, team effectiveness and leadership development consulting to all levels of an organization.

Willing to relocate: Anywhere

Work Experience

Office Manager

ONE STOP ROOTER - North Hollywood, CA

January 2018 to Present

Maintains office services by organizing office operations and procedures, preparing payroll, controlling correspondence, designing filing systems, reviewing and approving supply/equipment requisitions, assigning and monitoring clerical functions.

- Collected 75% aging Accounts receivable within first month of hire and decreased overdue account payables.
- Follow up and create leads from internet and phone to increase sales; within 3 months of hire managed to increase sales by 90%.

Department Manager

R MEDICAL SERVICES - Las Vegas, NV

June 2017 to December 2018

Billing/Tech Supervisor

- Collect Payment report from various clients in person/email
- Restructure and configure report by each CPT code & create invoice per collected data.
- Increased revenue 70% utilizing high level of AR and record keeping in QB.
- Analyzed and computed monthly productivity forecast report.
- Develop productivity reports daily, monthly, weekly to CEO/upper management.
- Enforced and coordinated clear company protocol and regulations to all techs.
- Developed and trained field technician team on new device process that increased accurate and effective assessments by 98% in 1 month of hire, resulting in an increase in revenue worth \$10,000+.
- Addressed all tech and client questions, comments, and concerns.
- Controlled product quality control and report feedback to upper management.
- Assist in Interview & hiring process for additional employees to company.
- Organize and authorize training for all current/new employees with equipment, company protocol, & regulations.
- Provide proposals and executive decisions with upper management before implementing into company.
- Generate weekly and monthly tech meetings to instill encouragement, guidance, motivation, and company goals.

Medical Office Floater

TOTAL CARE FAMILY PRACTICE - Henderson, NV

August 2014 to June 2017

Front Office

- Greet and assist patients with all questions, comments and concerns.
- Collect and apply patient payment prior to services rendered.
- Applied high-level accurate data entry as requested.
- Triage high volume of multi-line phone calls.
- Applied data entry skills to import vital/private patient information.
- Re/Scheduled & cancel appointments/Prep patients for medical procedures.
- Obtained patients' information and record it into EMR system accurately.
- Manage filing and record keeping activities.

Medical Assistant

- Guide patients to exam rooms and recorded initial patient history, vital signs, chief complaints into chart.
- Request/scan patient medical records into correct charts.
- Obtained DEA reports & import into charts.
- Addressed all physician approved refills with pharmacies.
- Manage charts to make sure information is completed filed appropriately.
- Conduct and confirm appropriate referral forms according to office policy protocol.
- Clean exam rooms, equipment, & performing sterilization procedures.
- Keep exam rooms properly stocked with medical supplies & purge expired medications.
- Assist & complete non-invasive procedures.
- F/U & interpret patients correspondence per physicians request.
- Enhance practice reputation by performing duties in a positive and professional manner

Medical Billing and Eligibility/Benefits

- Evaluated patient records for suitability, completeness, and correctness of health data.
- Recorded data electronically for collected/stored/analyzed/recovered/reported.
- Reduced the amount of rejected claims by 95% within 3 months of employment.
- Generated financial statements and billing procedures sending to patients.
- Collected and posted payments for healthcare services provided and patients with past due balances.
- Addressed and completed insurance and other claim forms.
- Utilized classification software to assign clinical codes for reimbursement and data analysis.
- Obligated and enforced HIPAA Guidelines throughout office.
- Prepare/import/edit/ proofread health records to send to insurance companies by request.
- Acquired eligibility and benefits through patient insurances (deductible/co-pay/co-ins) then recorded patient's charts.
- Liaise with insurance companies in regards to claims open and unpaid claims.

Billing Analyst/Executive Assistant

WAREHOUSE LAS VEGAS - Las Vegas, NV

January 2012 to October 2014

- Consolidate all paperwork to create Invoices-raw data that is transformed it into invoices.
- Provide general administrative and executive support as requested.
- Operated forklift to pick up warehouse supply from nearby vendor.
- Scheduled appointments for deliveries and various freight company pick-up.
- Analyzed and Audited all warehouse employee timecards then transfer to payroll department.

- Prepared correspondence, documents as requested & respond to email inquiries.
- Maintained office, office equipment and supplies
- Presented magnificent customer service (phone/in person).
- Managed all product inventory per clients request
- Dispute and resolve client claims for loss or damaged goods during shipment.

On-Site Property Manager

SHERMAN OAKS APARTMENTS - Sherman Oaks, CA

April 2009 to December 2011

Property Management

- Responsible of a portfolio of 250+ units, managed budget perpetrations, developed contracts and rental agreements, and communicated with tenants.
- Ensured that all occupancy and building policies followed.
- Managed performance of contractors and vendors working on the property in order to ensure adherence to work orders and budget.
- Reduced unnecessary costs and created monthly reports, Managed property account receivables and payables.
- Schedule and perform property tours for potential occupant as well as monthly property inspections.
- Collected monthly payments and worked on the improvement of customer experience.

Accounting/Executive Assistant

I.S ACCOUNTING SERVICES - Encino, CA

March 2006 to April 2009

- Manage account receivable/payable for all clients.
- Collect, deposit, and post payment into QuickBooks.
- Review aging reports, print and distribute monthly financial reports as well Research and resolve chargeback disputes in a timely manner
- Schedule payment plans per client request and record keeping.
- Run general Ledger report per client as requested.
- Back reconciliation, journal entries, and account analysis.
- Prepare financial statements and assist in payroll process.
- Prepare cash flow statements and resolve outstanding balancing issues.
- Arrange meetings, coordinate travel arrangements, maintain calendars, task lists and contacts in outlook.
- Coordinate the execution of legal documents & quarterly/ annual tax filings.
- Provide accounting and other general administrative support utilizing MS Word, Excel and Outlook.
- Process mail and packages daily, including USPS, FedEx & UPS.

Education

AA degree in Business Management

Los Angeles Valley College - Valley Village, CA

June 2008 to June 2012

High School Diploma

John F. Polytechnic High School - Sun Valley, CA

2002 to 2005

Skills

- General:
- Customer service
- Motivation
- Marketing/Sales
- Detailed oriented
- Team player
- Management material
- Problem resolution
- Business mindset
- Analytical
- Record Keeping
- Moderate Accounting
- Basic Payroll
- Efficient 10 key
- 35-45 w/m
- CPT/ICD-9 Coding
- Reliable
- Oral & Written Communications
- Ethical
- Passionate caregiver
- Accurate Data entry
- Accountable
- Scheduling
- Accounts Payable
- Quickbooks
- Data Entry
- Microsoft Excel
- Receptionist
- Payroll
- Billing
- Typing
- Office Management
- Microsoft Office
- Outlook
- Human Resources
- Word
- Marketing
- Accounts Receivable
- Bookkeeping
- accounting
- General Ledger Accounting
- Bank Reconciliation
- Journal Entries

- Account Reconciliation
- Financial Report Writing
- Financial Statement Preparation
- Account Analysis
- Microsoft Dynamics GP
- Medical Billing
- Medical Coding
- Transcription
- Epic
- GAAP
- Auditing
- Forecasting
- SAP
- Sage

Assessments

Customer Focus & Orientation — Highly Proficient

December 2019

Responding to customer situations with sensitivity.

Full results: <https://share.indeedassessments.com/attempts/79fbec8e602e3733c1ab95195bd0e4b9eed53dc074545cb7>

Medical Billing — Proficient

May 2020

Understanding the procedures and forms used for medical billing.

Full results: https://share.indeedassessments.com/share_to_profile/449394d89d9deb489abd4818be92963a

Written Communication — Completed

December 2019

Best practices for writing, including grammar, style, clarity, and brevity.

Full results: <https://share.indeedassessments.com/attempts/ef4533803e7c81e661ec9b2212b38560eed53dc074545cb7>

Work Style: Conscientiousness — Highly Proficient

June 2019

Measures a candidate's tendency to be rule-abiding, well-organized, hard-working, confident, and think before acting.

Full results: <https://share.indeedassessments.com/attempts/2248c25b4a1ea06d817c79b86bd9b850eed53dc074545cb7>

Attention to Detail — Proficient

March 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: https://share.indeedassessments.com/share_to_profile/72ba4939ca007698c501e99dd575ff2aeeed53dc074545cb7

Medical Terminology — Proficient

March 2020

Understanding and using medical terminology.

Full results: https://share.indeedassessments.com/share_to_profile/539a76fd73d7d5be6d6b38f1bfbb8cf5eed53dc074545cb7

Accounting Skills: Bookkeeping — Highly Proficient

February 2020

Calculating and determining the accuracy of financial data.

Full results: https://share.indeedassessments.com/share_to_profile/d3041c61c9a7412c3b0caf76c6d6894eed53dc074545cb7

Administrative Support — Proficient

November 2019

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: <https://share.indeedassessments.com/attempts/69d3b7785217f7e24f4e3acfe947b825eed53dc074545cb7>

Electronic Medical Records: Best Practices — Proficient

October 2019

Knowledge of EMR data, associated privacy regulations, and best practices for EMR use.

Full results: <https://share.indeedassessments.com/attempts/a176ebb7c44162cc22f0fb785a59999ceed53dc074545cb7>

Work Style: Conscientiousness — Proficient

March 2020

Tendency to be well-organized, rule-abiding, and hard-working.

Full results: <https://share.indeedassessments.com/attempts/0b83548408cf7ef46ba7cdfb55e3939a>

Data Entry — Highly Proficient

January 2020

Entering data quickly and accurately.

Full results: https://share.indeedassessments.com/share_to_profile/c67de63e28648dd404de7c6155a581b0eed53dc074545cb7

Medical Receptionist Skills — Highly Proficient

November 2019

Managing physician schedules and maintaining accurate patient records.

Full results: https://share.indeedassessments.com/share_to_profile/78b3dcc6666449f5561cabdd68d4debfeed53dc074545cb7

Filing & Organization — Proficient

November 2019

Arranging and managing information or materials using a set of rules.

Full results: https://share.indeedassessments.com/share_to_profile/749bdb1ca5d17b3b01adc160f37d09fceed53dc074545cb7

Call Center Customer Service — Familiar

March 2020

Applying customer service skills in a call center setting.

Full results: https://share.indeedassessments.com/share_to_profile/a7dea56b0a7378cdabb28ca0102cb710eed53dc074545cb7

Cashier Skills — Proficient

November 2019

Calculating retail transactions and knowing cash drawer policies and procedures.

Full results: https://share.indeedassessments.com/share_to_profile/5faf5b57dd56f1a352664b1983c8bc0deed53dc074545cb7

Receptionist — Highly Proficient

November 2019

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: https://share.indeedassessments.com/share_to_profile/d30ee96693cfa11265cfd198a2b63f5eed53dc074545cb7

Verbal Communication — Highly Proficient

November 2019

Speaking clearly, correctly, and concisely.

Full results: https://share.indeedassessments.com/share_to_profile/87fe16626f7e88aa1bb4e43de7733c05eed53dc074545cb7

General Manager (Hospitality) — Proficient

December 2019

Performing business math, reading and interpreting P&L statements, and solving group scheduling problems.

Full results: https://share.indeedassessments.com/share_to_profile/177471ab76564906caf0174202f9598c

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