

Fabeha Hasnath

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#readytowork

Authorized to work in the US for any employer

Work Experience

Senior Account Manager

ExamWorks, Inc

January 2017 to Present

- Planning/executing client strategies to promote growth and development by proactively initiating meetings with accounts to build trusting and strong relationships, acting as a liaison between the client and internal teams to deliver on client needs, and strategizing account priorities to increase value
- Completing complex projects ahead of projected timelines which include examination of financial statements, general ledger, and other accounts
- Developing, customizing, and optimizing propriety portal system for client deployment
- Utilizing data analysis to develop strategic plans with internal sales, marketing, and operations departments to implement business development strategies to strengthen sales, drive profitability, and meet EBIDTA, while improving quality and processes
- Proactively maintaining accurate account information, data, and updates within company's customer-relationship management (CRM) tool
- Completing all internal and external audits in a timely manner, while providing all the necessary documentation for compliance including all policies and procedures (P&P) documents, accreditation documents, reviewer attestations, etc.
- Utilizing Excel as well as other applications to convert raw data into user friendly formats for use in ad-hoc reports
- Managing a multi-disciplinary team of 5 or more associates during the performance of engagements which were completed within effective timelines
- Ensured delivery of high-quality product through management of Case coordinator leads
- Point accountable for bottom line cash flow, finalizes product pricing, and ensured EBIDTA goals are met
- Compiled data and prepared monthly reports and presentations for leadership team
- Delivered presentations for company wide staff on on-going education of evolving protocols and requirements for clients and staff

Case Coordinator Lead

Advanced Medical Reviews, Inc

February 2016 to December 2016

- Coordinated a variety of medical reviews (i.e. medical necessity, quality of care, workers' compensation, length of stay/level of care, billing/coding, experimental/investigational, pharmacy benefits, etc.), reviewing and resolving any discrepancies in reviews to ensure accurate and quality reports

- Monitored case flow from receipt through physician assignment, quality assurance, and completion of final report, while providing ongoing support for parties involved in the timely and efficient completion of cases
- Served as a liaison between clients, physicians, nurses, and other parties for the efficient and quality-assured processing of cases
- Specialized in processing workers' compensation cases that follow state-specific guidelines, standards, and compliance
- Monitored work flow for department, identified weaknesses in organizational controls, and developed protocols for efficiency
- Prepared monthly reports to provide to managers regarding trends being seen

Client-Accounts/Administrative Associate

Advanced Medical Reviews, Inc

October 2015 to January 2016

- Handled front desk responsibilities including being first point of contact for clients with questions/concerns/complaints, managing and appropriately prioritizing/relaying Account Manager specific emails, and troubleshooting login issues via online helpdesk queue for clients and reviewers
- Generated case specific reports and monthly and quarterly reports for clients utilizing excel to analyze and present data in an effective way to clients
- Assisted in client-specific projects related to data retrieval, organization, and analysis
- Prepared final case reports for all state and federal cases

Operations Manager

Stallions Oakmont, Inc

January 2014 to September 2015

- Handled all office responsibilities including client facing interactions, maintenance of client account documentation and information, management of all office inventory needs, and scheduling of all client meetings and calls
- Managed company associates in customer service, product deliverance, and operational budget
- Developed and ensured departmental procedures in accordance with company protocols
- Deployed new systems in accounting, IT, and HR through internal consulting projects
- Recorded all company expenses and prepared monthly balance sheet using QuickBooks
- Set up accounts with EDD and E-Verify and processed all new employee verification

Education

Bachelors of Science in Business

California State University

August 2012 to May 2015

Skills

- Medicaid Part C and D General Compliance Certification
- Quickbooks/Financial Reports
- Microsoft Office Suite
- Apple: Pages, Keynote, Numbers

Google: Drive, Calendar, Sites, Groups, and Other Products

Adobe, Photoshop, Premiere, and Acrobat Software

- CRM Software
- Mac OS
- Business Development
- Process Improvement
- Microsoft Excel
- Customer Service
- Microsoft Office