

# FEBIN ABDUL GAFOOR

## Healthcare Operations | Customer Service Management | Billing & Insurance Expert | Team Leadership

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📍 Dubai



### Key Competencies

- Leadership & Team Management
- Strategic Planning & Process Optimization
- Customer Relationship Management
- Billing & Insurance Coordination
- Operational Efficiency
- Training & Development
- Cross-functional Collaboration
- Conflict Resolution
- Financial Reporting & Budgeting

### Personal Attributes

- Empathy & Patience
- Professionalism & Integrity
- Strong Communication Skills
- Problem Solving & Decision Making
- Analytical Thinking & Adaptability
- Initiative & Goal-Oriented
- Collaborative Team Player

### Personal

- Date of Birth: 30th September 1987
- Nationality: Indian
- Gender: Male
- Marital Status: Married
- Languages: English, Malayalam, Hindi, Arabic
- Valid UAE driving license (Automatic)

### Profile Summary

- A highly motivated and result-driven professional with over 10 years of experience in the healthcare sector, specializing in customer service, billing, insurance coordination, and team management.
- Proven track record of optimizing processes, improving operational efficiency, and leading teams to deliver superior service.
- Adept at managing high-pressure environments while maintaining exceptional service standards.
- Seeking a managerial position where I can leverage my leadership abilities, operational expertise, and passion for team development to contribute to the success of the organization.

### KEY SKILLS

- **Leadership & People Management:** Skilled in leading diverse teams, fostering collaboration, and creating a positive work environment.
- **Customer-Centric Approach:** Focused on enhancing customer experience through process improvements and team development.
- **Operational Management:** Experience in optimizing workflows, reducing inefficiencies, and implementing best practices in healthcare administration.
- **Financial Acumen:** Expertise in managing budgets, tracking expenditures, and ensuring financial compliance within the billing department.
- **Problem-Solving:** Adept at identifying issues and implementing corrective actions to enhance department performance.

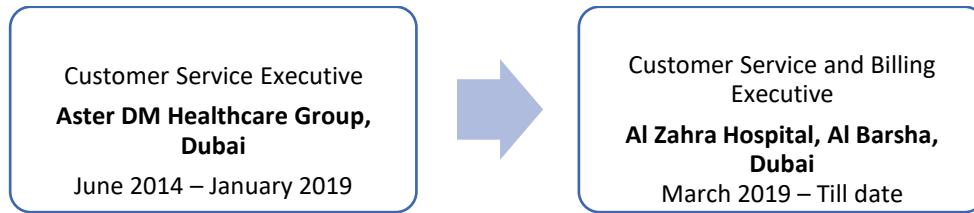
### Education

- Bachelor of Business Administration  
Bangalore University, India  
2007 – 2010

### Medical Software Knowledge

- Sage
- Medisoft

## Career Snapshot



## Work Experience

### March 2019– Till Date: Al Zahra Hospital, Al Barsha, Dubai

#### Customer Service and Billing Executive

- Lead a team of customer service and billing personnel, ensuring high standards of patient registration, insurance verification, and payment processing.
- Spearheaded the streamlining of processes, reducing wait times and improving patient satisfaction.
- Coordinated with department heads to resolve billing discrepancies and ensure timely collection of payments.
- Provided leadership and mentorship to new team members, training them on best practices and operational policies.
- Developed and implemented strategies to enhance patient experience, leading to a significant increase in customer satisfaction ratings.
- Managed patient flow in emergency and outpatient departments, ensuring efficient case management and prioritization.
- Collaborated with external partners to negotiate insurance approvals and handle complex cases, ensuring smooth operations and minimal delays.

### June 2014 – January 2019: Aster DM Healthcare Group, Dubai

#### Customer Service Executive

- Managed the day-to-day operations of the reception and billing departments, leading a team of customer service agents.
- Developed and maintained relationships with patients, insurance providers, and healthcare professionals to facilitate seamless billing processes.
- Ensured timely and accurate processing of payments, meeting financial targets and deadlines.
- Analysed patient feedback and implemented improvements to customer service processes, contributing to a 15% increase in overall patient retention.
- Trained and mentored junior team members, focusing on enhancing their product knowledge, service delivery, and interpersonal skills.
- Generated financial reports, ensuring compliance with organizational policies and accounting standards.

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