

1. *Western Kentucky University*, Bowling Green, KY Bachelor of Healthcare Administration, 3.12 GPA

Jadarat Institute, The Technical and Vocational Training Corporation

Yanbu Industrial, Saudi Arabia Associates of Accounting, GPA. %85

Atlanta English Institute, Atlanta, GA

English Language's Course

Georgia Tech Institute, Atlanta, GA

English Language's Course

Southern College of Technology| Kennesaw State Institute, Marietta, GA

English Language's Course

CERTIFICATIONS | WESTERN KENTUCKY UNIVERSITY

- *Lean Six Sigma Greenbelt Course* November 2018
- *Occupational Safety and Health Administration (OSHA)'s License*, March 2019
- *First Aid, CPR, and the skills to use external emergency fibrillation (AED)* September 2019
- *Heart Saver-First Aid's license from the American Heart Association*, September 2019
- *Basic Life Support (BLS)'s license*, January 2020

AFFILIATION

Member of Student Healthcare Association (SHA)

Member of The National Society of Leadership and Success (NSLA)

EXPERIENCE

Slim4 Life Wight loss – Fort Worth. TX

Counselor

- Counseling clients with their weight loss plans including diet plans.
- Completing all paperwork clearly and to company standards.
- Knowledge of individual and team goals and have the drive to achieve them.
- Creating a positive, uplifting and encouraging environment for the team and the clients.
- Evaluate client profiles.

Chime Solutions Inc. Dallas. TX

Customer Service Specialist Aug 2020 – Sep 2020

- Answer inbound calls, determine and solve the problem for each call.
- Process the cancellations and creations accounts of clients.

Jan 2018 – May 2019 Jan 2019 – May 2019

Oct 2020 – Current

- Support clients with claims and benefit for hospitalization, disability, bankruptcy, involuntary unemployment, nature disaster, loss of life or up to 12 different life events like marriage, divorce, birth of child, and adoption claims.
- (EOP) Explanation of Payment (EOB) and Explanation of Benefits.
- Make a third-party call (conference) with clients.
- Escalate refund request to analyst.

Evolent health (Permera-AK, WA and Lifewise Insurance WA) Fort Worth. TX

Customer Service Specialist

- Respond to inquiries from clients, providers, brokers, and agents via telephone regarding health

insurance benefits, eligibility and claims.

- Assessed and reviewed co-pay, co-insurance, deductible and out-of-pocket for clients.
- Reviewed, interpreted and faxed Explanation of Payment (EOP) and Explanation of Benefits

(EOB)

- Analyze problems and provide correct information and solutions.
- Make a third part call (conference) with Market place, a pharmacy or a hospital.
- Help clients to create account or make account for a client and explain how to change a password.
- Explain the method of make a payment thru automated system, bank or online account and how

can setup auto payment.

- Summary and save each call as a note in client account.
- Deal tactfully and empathetically with customers.

American Red Cross- Metro Atlanta. GA(Internship)

Case Manager

- Assess household disasters and work closely with Disaster Action Team.
- Produce a Disaster Report to raise a case.
- Support disaster victims with shelter, food and other financial aid.
- Assist victims with filling application form and guide them.

- Protecting our brand with government officials.
- Following up with every case to fulfill recovery efforts.
- Sharing our experience and leadership with new volunteers.
- Installing smoke alarms.
- Develop recovery plan for each case.

Al Naiffat Insurance Company - Yanbu. Saudi Arabia

Administrator

- Planned, scheduled and produced all company meetings, including meetings with clients.
- Managed inventory and vendors.
- Assisted clients or directed them to appropriate manager.
- Coordinate office activities and operations to secure efficiency and compliance to company

policies.

- Supervise administrative staff and divide responsibilities to ensure performance.
- Manage agendas/travel arrangements/appointments- for the upper management.
- Handling external or internal communication and management systems.
- Submit timely reports and prepare presentations/proposals as assigned.

Mar 2020 – Aug 2020

Aug 2019 – Dec 2019

May 2012 - Sep 2012

Grow to Glow (Children Daycare) Jeddah. Saudi Arabia

Accountant Jan 2010 - May 2012

- Summarize current financial status by collecting information; preparing balance sheet, profit and

loss statement and other reports.

- Managing office expense and maintaining office supplies.
- Administering payrolls and controlling income and expenditure.
- Auditing financial information.
- Compiling and presenting reports, budgets, business plans, commentaries and financial

statements.

- Analyzing accounts and business plans.
- Negotiating the terms of business deals and moves with clients and associated organizations.
- Meeting and interviewing clients.

- Managing month-end and deadlines.

Eed Care Clinic - Jeddah. Saudi Arabia

Customer Service Aug 2009 - Dec 2009

- Processed payments applied fees and set up payment plans on past due accounts.
- Provided customers with service information.
- Identified, researched, and resolved customer issues using the computer system.
- Assist with placement of orders, refunds, or exchanges.
- Advise on company information.
- Take payment information and other pertinent information such as addresses and phone numbers.
- Answer questions about warranties or terms of sale.

COMMUNITY SERVICE

Volunteer, Hosparus Health of Barren River – Bowling Green. KY

- help hospice care organizations with their administrative work
- Preparing mailings and leaflets.
- Helping in thrift stores and answering phone calls.
- Assisting with fundraising campaigns.
- Setting up and manning booths at community outreach events.
- Helping with data entry and other clerical duties.

Mar 2019 – Jul 2019

Volunteer, Saudi Cultural Club at Western Kentucky University – BG. KY

- Received recognition from the Saudi Cultural Embassy.
- Worked within team to meet responsibilities.
- Prepared celebrations for National Saudi Day and other events within the program.
- Assisted in enculturating international students in the university.