

MOHAMED FEROUZ

Cashier | 8+ Years Experience | Insurance Management | Customer Service Skills

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DOHA

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EXPERIENCE

Cashier

Al Emadi Hospital

2016 - 2025 Doha, Qatar

Al Emadi Hospital is a leading private healthcare facility in Qatar, known for its high-quality medical services, advanced technology, and patient-centered care. The hospital offers a wide range of specialized departments, including pharmacy, emergency care, surgery, outpatient clinics, and diagnostic services. It is recognized for maintaining high standards of safety, efficiency, and professionalism while serving a diverse patient population.

- Oversee daily cashier operations in the pharmacy, ensuring accurate and efficient billing.
- Maintain accurate daily cash reports, reconcile cash drawers, and ensure error-free end-of-shift balancing.
- Ensure compliance with hospital financial guidelines, insurance regulations, and confidentiality standards (HIPAA-equivalent)
- Manage transactions and insurance coordination for **10+ insurance companies** and **30+ insurance policies**.
- Verify insurance eligibility, calculate co-payments, and process medication billing according to policy guidelines.
- Manage and prioritize multiple tasks simultaneously while maintaining a high level of accuracy.
- Assist patients in obtaining insurance approvals and provide clear explanations of coverage and exclusions.
- Follow insurance and hospital protocols when dispensing medications and collecting payments for uncovered and OTC items.
- Communicate effectively with doctors' offices, insurance providers, and patients to resolve issues and ensure seamless service.
- Ensure accuracy in scanning, pricing, and issuing receipts for all transactions.
- Maintain high standards of customer service, contributing to a positive and supportive environment for patients and colleagues.
- Provide guidance to junior cashiers and support teamwork, cohesiveness, and smooth workflow.

EDUCATION

Diploma in Accounting

IDM campus

01/2011 - 12/2011 Sri Lanka

- I have completed diploma in accounting at IDM campus period of one years in Sri Lanka

Diploma in Web Development

Eosoft metro campus

2012 - 06/2012 Sri Lanka

SUMMARY

Dedicated and customer-focused Cashier with over 8 years of experience in Qatar, primarily within the healthcare and pharmacy sector. Proven ability to manage complex insurance processes, handle high-volume transactions, and deliver empathetic, patient-centered service. Skilled in coordinating with insurance providers, securing approvals, and ensuring accurate billing in compliance with multiple insurance policies. Recognized for strong communication, attention to detail, and a commitment to creating a positive, collaborative work environment built on trust, respect, and loyalty

SKILLS

Microsoft Excel Cash Handling & Billing

Customer Support

Communication Skills

Data Entry & Documentation

Pharmacy Billing Systems

Claims Processing

Teamwork & Collaboration

Insurance Coordination Microsoft Word

Microsoft Power Point

LANGUAGES

English

Proficient



Arabic

Proficient



Hindi

Proficient

