



HANIM SOFIA BT ABD RAHMAN

Mailing Address

Address : F-04-23, JLN CU 1A TAMAN CHERAS UTAMA, 56000 CHERAS, KUALA LUMPUR.

Tel (mobile) : 018-3154484

Email : hanimsafia90@gmail.com

Personal Particulars

Age : 35 year old	Date of Birth : 30 May 1990	
Nationality : Malaysian	Gender : Female	
Marital status : Married	Ic No : 900530-08-5616	
Health : Excellent	Height/Weight : 163cm/59kg	

Education Background

Level : Diploma (2008-October 2011)

CGPA : 3.20

Field of study : Diploma in Healthcare.

Work Experience

ALTY Orthopaedics Hospital. (Contract staff Feb 2025 – April 2025)

***Credit Control Executive.**

- Managed and monitored accounts receivable, ensuring timely collection of outstanding patient bills and insurance claims.
- Coordinated with healthcare providers, insurance companies, and patients to resolve billing discrepancies and disputes.
- Reviewed patient accounts for accuracy, ensuring correct coding and charges before submitting to insurance providers.
- Ensured compliance with hospital policies and government regulations in regard to payment procedures and patient confidentiality.
- Facilitated the negotiation of payment plans with patients and third-party insurers to ensure debt recovery while maintaining excellent patient relationships.

- Analyzed financial reports and trends to identify potential risks and recommend corrective actions.
- Worked closely with the finance team to prepare monthly reports on outstanding debts and cash flow.
- Processed insurance claim submissions and followed up with insurance providers for timely claim resolution.
- Assisted in the development and implementation of credit policies and procedures to improve overall revenue cycle management.
- Skills:
 - Medical Billing and Coding
 - Revenue Cycle Management
 - Insurance Verification and Claim Processing
 - Accounts Receivable Management
 - Patient Financial Counseling
 - Analytical and Reporting Skills
 - Strong Communication and Negotiation Skills
 - Problem-Solving and Conflict Resolution

Daehan Rehabilitation Hospital,Putrajaya (1 July 2019 to present)

***Finance Executive.**

- Handle account payable and account receivable.
- Set up hospital operation for new hospital- finance department.
- Prepare payment voucher.
- Prepare SOP for billing department and credit control.
- Checking the fixed assets and prepare the list of assets.
- Prepared print label of the assets hospital.
- Key in the charges of medical equipment and charge procedure hospital in excel to convert into the hospital information system.
- Prepared the bill patient discharges and bill patient outpatient.
- Handle the counter outpatient and inpatient services and register patient.
- Leader for billing staff. Monitor and guide staff billing.
- Handling patient complaint.
- Handle credit control department.
- Prepared letter reminder to collect payment from patient.
- Call follow up and trace payment outstanding.
- Assistance for finance manager.
- Create code for coporate and incurance.
- Prepared monthly report for inpatient and outpatient.
- Prepared report listing admission for every week.

- Prepared report for Machine equipment used every month.
- Sending schedule inpatient and daycare for all department for every week.
- Checking bills panel as company, insurance and cash.
- Handle meeting pricing.
- Prepared minutes of meeting.
- Prepared quotation for patients.
- Handle insurance claim.
- Create code for item treatment in hospital.
- Prepared the refund patient.
- Handle cash flow and credit or debit card.
- Bank in cash flow
- Handle Purchasing department
- Prepared purchase order.
- Handle petty cash. (claim by all department)

Al-Islam Specialist Hospital Kg Baru, Kuala Lumpur.(since April 2013 to 29 July 2019)

***Billing and Admission Officer.**

- Cashier outpatient at counter clinic Al-Islam Specialist Hospital.
- Doing discharge bills inpatient.
- Explains the procedure of role and regular admission in the ward.
- Checking bills of outpatient and inpatient.
- Handling patient work-off report.
- Preparing letters for patient outstanding bills.
- Data entry.
- Filling bills.
- Checking bills panel as company, insurance and cash.
- Data Entry and Data Processing.

Operator at Texchem Pack(M)Bhd,Perai, Penang

- Handle the material product.

Shipping Clerk at Texchem Pack (M) Bhd,Perai, Penang (2012)

- Handling the DO,Invoice,customs declaration.
- Handling the shipment.
- Preparing progress report.
- Maintained of the product in the store.
- Check request product from customer in email.
- Filling.

***Clerk at PusatTuisyenTerasDinamik, Bagan Serai, Perak (2012)**

- Data entry and filling.
- Registration student and cashier.
- Maintained of the cleanliness of the PusatTuisyen.

Industrial training at Poliklinik Lourdes Sungai Buloh, Selangor.

- Nursing procedure and administrated side-the head nurses.
- -Billing data's the patients.
- -Assist the doctor.
- -Maintained of the cleanlines of the clinic.
- -Handling the reception area.

Industrial training in Healthcare at SaitechWastewater SdnBhd,Ipoh.

- Preparing progress report.
- Estimations.
- Cost estimations.
- Tender preparation.
- Contract administration.

Personsal Qualities

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| <ul style="list-style-type: none">▪ Dynamic teamwork.▪ Sense of resposibility.▪ Positive attitude.▪ Time management skills.▪ Self motivated.▪ Computer Skills:Microsoft Office application (Word,Excel,PowerPoint& Publisher) |
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Languages

Bahasa Malaysia: Excellent in writing and speaking.

English: Intermediate in writing and speaking.

Reference

Name : Mr Celestine Reginald Francis

Finance Manager (Daehan Rehabilitation Hospital)

Phone No: 03- 89390000 ext : 2026.

Name :Ms Alexandra Chong

Chief Executive Officer (Daehan Rehabilitation Hospital)

Phone No.: 03-89390000 ext : 2008.