

RISYA RAHEEDA BINTI RAMLI



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OBJECTIVE

Senior Finance Executive with a Degree in Business Administration (Hons) Finance with 18 years of experience in front office workflows, cash management, accounts receivable, accounts payable, and stock management. Seeking a fulfilling senior position in operations management that offers growth opportunities and allows me to utilize my leadership skills and experiences.

EDUCATION

Universiti Teknologi Mara, Arau Perlis

14th November 2007

Degree in Business Administration (HONS) Finance

Universiti Teknologi Mara, Shah Alam Selangor

19th August 2004

Diploma in Information Management

EXPERIENCE

Senior Finance Executive | Sena Healthcare Services Sdn Bhd

4th November 2025 – Current

Job Scope:

1. Evaluate and develop HIS, inventory, and accounting system:

Medimax / EMR – HIS system:

- Familiarized with the EMR system and do testing from time to time
- Prepared and reviewed outpatient, inpatient, daycare, and emergency workflow based on each unit requirement as well as the refund process.
- Compiled all the requirements for the development and refining features in the EMR system for IT to work on.
- Prepared sample of reports and proposed reports need to be in the HIS system - Detailed Daily Cash Listing Report, Refund Listing Report, Summarized Receipt Listing, and Summary Daily Cash Listing Report to be developed in the EMR System.
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- Assisted the IT Dept in any enquiry related to the EMR system (features, rules, and process flow) raised by them, as well as proposed a workflow that is suitable and fastens the operation process
- Proposed doctor report detail and summary to be generated in EMR for Finance to process payment for all Doctors.

37D – Inventory System

- Proposed new location in the Hospital based on the floor plan.
- Compile and separate the inventory list provided by doctors and the nursing team into Pharma and non-Pharma items
- Identify the inventory items list (medical consumables and drugs) for each location in the hospital.
- Review and propose a unit of measurement (UOM) and naming convention for inventory listing.
- Uploaded the list of inventory items in the 37D data template in the testing environment.

Sun system – Accounting system

- Updated the chart of accounts
- Listed possible scenario analysis to evaluate various operations and financial outcomes to allow the user to anticipate challenges and proactively implement solutions. [Card Payment, Cash, write off, cancel bill, refund, contra-deposit transfer mother to baby].
- Proposed client code and merchant ID to the SUN system team to ensure the integration between Sun and EMR flows correctly.
- Compile and update the supplier data list for Sun to upload all data in the testing environment
- Conducted SIT between Sun & EMR to ensure all data flows correctly based on the COA assigned.

2. Proposed charge master (Charging code) list for the hospital to use for its categories.
3. Compile, prepare, and propose a new charge method for room & board based on room type. (single, 2-bedded, 4-bedded)
4. Assist the CFO in developing the pricing for the charge codes that have been developed.
5. Involve hiring and screening applications for business office staff in Hospital (Outpatient, Inpatient, Daycare, and Emergency Departments).
6. Prepared Business Office Assistant and Accounts Receivable/Payable, Chief Cashier Job descriptions.
7. Prepared and reviewed the Business Office and Finance SOPs according to Hospital practices.
8. Prepared and revised all related Finance forms for internal use.
9. Communicate with various HODs to ensure the process is aligned with the front-line workflow.

Senior Finance Executive | Prince Court Medical Centre

21st May 2018 – 3rd November 2024

Job Scope:

1. Cash and credit card collection:

- Ensure all daily cash collection is tallied and banked in on time every day.
- Checking daily cash collections to ensure all transactions are accurate and refund transactions are processed correctly.
- Checking and verifying cash reconciliation daily.
- Ensure bank balance is sufficient for overnight placement.
- Prepared weekly cash flow forecast.
- Ensure all payments by credit card tally with the credit card settlement report.
- Checking the credit card settlement report to ensure there is no fraud or double swipe.

2. Bank Reconciliation:

- Responsible for performing bank reconciliation every month.
- Responsible for checking bank reconciliation every month.
- Responsible for ensuring long outstanding items in bank reconciliation are monitored and cleared.
- Ensure incoming funds are allocated to the correct bill issued.
- Notify the respective department of incoming funds and ensure issuance of the receipt is done accordingly.

3. Credit Control:

- Ensure and monitor SOA sent to debtors within the timeline.
- Follow up and send a reminder to debtors on their outstanding.
- Ensure and follow up with debtors on their payments for outstanding.
- Monitor payments received from debtors, vendors, and other suppliers and ensure all payments received are allocated to the correct bill.
- Monitor each of the debtor's credit limits.
- Ensure all excess payments are refunded on time or liaise with debtors to set off with their outstanding bills.

4. Reporting and Stock management:

- Prepared monthly credit card ageing report and bank reconciliation report.
- Monitor and check consignment charges.
- Ensure consignment stock charged to patient bill using correct markup.
- Schedule stock take exercise to ensure there is enough manpower for the exercise.
- Conduct stock take exercise twice a year.
- Ensure stock adjustment during stock take exercise done correctly after the exercise end.

Finance Executive | KPJ Ipoh Specialist Hospital

1st January 2014 – 30th April 2018

Job Scope:**1. Cash and credit card collection:**

- Ensure all daily cash collection is tallied and banked in on time every day.
- Checking daily cash collections to ensure all transactions are accurate and refund transactions are processed correctly.
- Prepared cash reconciliation daily.
- Ensure bank balance is sufficient for overnight placement.
- Ensure all payments by credit card tally with the credit card settlement report.
- Checking credit card settlement report to ensure there is no fraud or double swipe.

2. Bank Reconciliation:

- Prepared bank reconciliation on a monthly basis.
- Ensure long outstanding items in bank reconciliation are monitored.
- Ensure incoming funds are allocated to the correct bill issued.
- Notify the respective department of incoming funds weekly and ensure issuance of a receipt is done accordingly.

3. Credit Control:

- Monitor staff ageing and intercompany ageing to ensure all payment allocations are cleared within the timeline.
- Follow up with the staff and person in charge of intercompany to clear outstanding accounts.
- Ensure CN/DN is issued on time and sent to clients within the timeline.
- Monitor SOA and ensure SOA is sent to the client within the timeline.
- Prepared and issued a reminder letter to outstanding clients.

4. Reporting and Stock Take exercise:

- Prepared monthly/ yearly hospital statistical indicators and compiled monthly management reports.
- Prepared hospital management committee meeting reports.
- Prepared reports as required by management/ KPJHB, HQ.
- Prepared hospital budget/forecast if necessary.
- Schedule and conduct stock take for the related department on a quarterly basis.
- Ensure all stocks are correctly transferred to the requested department.
- Ensure stocks are charged accurately to clients.

Financial Officer | KPJ Ipoh Specialist Hospital

8th October 2007 – 31st December 2013

Job Scope:

- Ensure collections tally with the summary receipt listing
- Daily cash counting.
- Reconcile each credit card statement with the transaction in the HITS system
- Reconcile each item in the bank statement with transactions in the HITS system. (Bank Reconcile)
- Do any adjustments related to patient billing, debit note, credit note & late charges.
- Monitor staff medical benefits for staff.
- Monitor unbill charges and generate a bill for staff medical benefits.
- Prepare adjustment and refund notes for patients.
- Prepare cheque refund for patients.
- Print and collect inpatient bills and guarantee letter for MCO and as required.
- To issue credit not for staff bills
- Prepare, send, and fax reminders from the debtor file
- Check and remove paid bills from the debtors' file and send them to the record retention room.
- Filing reminders and legal correspondence to the respective debtor's file
- Provide itemized bills requested by companies
- To reconcile bills
- Follow up with doctors on medical report as per requested by MCO and Insurance companies.
- Handling Helpdesk Counter.

SKILLS&ABILITIES

- Initiative and responsible person towards work
- Able to work independently as well as in a team
- Excellent interpersonal skills and a high standard of integrity
- Able to catch up fast and ever ready to do and complete any challenging job given to me
- Able to work in stressful situations
- Willing to do any job assigned to me

LEADERSHIP

Innovative Creative Circle (ICC) (Jan 2008 – Dec 2015)

- 2 times gold award in National Convention Fire Safety

Committee (Jan 2012 – Dec 2017)

- Floor in charge

Mutiara Committee (Jan 2017 – Dec 2017)

- Treasury

REFERENCES

Calvin Yau, Finance Manager

Prince Court Medical Centre

012-2554933

Say Houy Yng, Head of Finance

Prince Court Medical Centre

019-2357690