



# FAREENA RIZWAN

Research Medical Sonographer | Billing Officer  
Healthcare Admin/Customer Services

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Address: Dubai, United Arab Emirates

Visa Validity: 03 Aug 2024 till 28 Sept 2024

## CAREER OBJECTIVE

Experienced in medical sonography, healthcare administration, customer service, and billing with expertise in healthcare industry. Desire a change of pace and a chance to apply my skills in a new context.

## EXPERIENCE

### Research Medical Sonographer/Medical Coder

Vital Pakistan Trust

📅 08/2022 - Present

- Conducted over 5,500 diagnostic scans annually, covering a wide range of medical conditions and patient demographics.
- Analyzing sonograms, synthesized sonographic information and medical history, and communicate findings to the appropriate physician.
- Managed over 500 complex case studies annually, showcasing expertise in high-demand scenarios.
- Achieved a 99% patient satisfaction rating by enhancing diagnostic imaging quality and patient communication.
- Secured a prestigious industry award for outstanding healthcare communication, by spearheading a groundbreaking campaign on public health awareness.

### Diagnostic Medical Sonographer

Dr. Essa Laboratory & Diagnostic Centre

📅 09/2019 - 02/2024

- Performed ultrasound exams including abdomen, pelvis, thyroid, obstetrical / doppler, breast, TVS, prostate and other examinations as required.
- Selects transducers and adjust equipment controls according to the organ to be examine dept of field and other specification of test..
- Provides leadership and direction to students sonographers according to requirements.
- Performs other related duties as assigned.
- Maintained brand voice consistency across all marketing materials, supporting a cohesive and impactful brand narrative.

### Sonographer Cum Radiologist Assistant (Evening Shift)

Karachi X-Ray Laboratory

📅 03/2018 - 08/2022

- Key tasks included operating and maintaining imaging equipment, conducting preliminary tests to assist in patient assessment, and preparing diagnostic reports under the supervision of radiologists.
- I demonstrated proficiency in interpreting imaging results, identifying abnormalities, and collaborating effectively with healthcare teams to ensure accurate patient care.
- I possess extensive experience in accurately transcribing medical reports, dictations, and other healthcare-related audio recordings.
- I am skilled in utilizing cutting-edge ultrasound equipment and software to capture and analyze images, ensuring accuracy and informed decision.

### Radiology Assistant

Dr. Ziauddin Hospital

📅 01/2010 - 09/2010

- Coordinated patient scheduling and workflow, verifying patient information and ensuring timely completion of radiologic exams to maintain efficient operation within the department.
- Provided clear instructions and support to patients, addressing their concerns and ensuring a positive experience during their radiologic examinations.
- Assisted in the processing and digital archiving of radiographic images, ensuring accurate documentation and quality control for diagnostic purposes.

## SKILLS

- Analytical Skills
- Interpreting
- Excellent Written & Verbal
- Medical Transcription
- Electronic Health Record (HER)
- Research Skills
- Digital Online Reporting
- Patient Scheduling and Registration
- Medical Terminology & Procedures Explaining Abilities
- Ability to under pressure
- Customer services professional
- Independent analyzing
- Patient counseling
- Research projects
- Interpersonal skills
- Customer relationship management (CRM)
- Record maintenance
- Strong negotiation & persuasion abilities proven experience
- Professional communication with team
- Ability to multi-tasking
- Solid professional standards documentation
- Medical imaging
- Radiology assistant
- Determine problem solved
- Maintain attention to detail
- Coordinating the daily administrative activities
- Obtaining and recording patient medical histories
- Telephone and Front Desk Skills
- Data Entry
- Basic Life Support American Health Association (BLS)

## EDUCATION

DHMS/ RHMP – From  
Jinnah Homeopathic College

Jinnah Homeopathic College Reg NCH GOP  
No. 169176

📅 2013 - 2019

Masters in International Relations

University of Karachi

📅 2012 - 2013

Bachelors in Psychology

APWA College Karachi

📅 2006 - 2008

## LANGUAGE

English

## EXPERIENCE

### Receptionist/Customer Services

#### The Aga Khan Hospital

📅 10/2009 - 12/2009

- Handled patient and visitor interactions, including check-ins, scheduling appointments, and processing admissions and discharges efficiently and professionally.
- Responded to patient billing questions, provided clear explanations of charges, and facilitated payment arrangements to resolve financial concerns.
- Coordinated and scheduled patient appointments with various specialists and departments, optimizing appointment slots and minimizing wait times.
- Worked closely with physicians, nurses, and other healthcare professionals to ensure smooth communication and coordination of patient care.

### Receptionist cum Billing Officer/Cashier/Admin

#### Habib Medical Center

📅 06/2007 - 04/2009

- Handled high-volume inbound calls and emails, efficiently routing inquiries to the correct departments and ensuring timely responses, improving overall communication flow.
- Performed various administrative duties such as data entry, filing, and managing office supplies, supporting daily operations and enhancing overall efficiency.
- Generated and Issued Invoices, Managed Accounts Receivable, Processed Payments, Conducted Billing Audits, Collaborated with Departments and Utilized Billing Software.
- Accurately handled patient payments, including co-pays, deductibles, and balance payments, using electronic health record (EHR) and point-of-sale (POS) systems.
- Facilitated patient admissions, discharges, and transfers, ensuring accurate documentation and effective communication between departments to enhance patient care.
- Oversaw daily administrative functions, including scheduling, correspondence, and record-keeping, ensuring smooth and efficient hospital operations.

## CERTIFICATIONS

### Basic Life Support (BLS)

eCard Code: 245602507318

### Diploma Ultrasound Imaging

Sindh Board of Technical Education

### Lung Ultrasound for COVID-19

Dr. Farah Essa Academy

### Communication Skills

Aga Khan University

### Doppler Obs Gynae Course

Dr. Farah Essa Academy

### Ultrasound Breast (CME)

Dr. Farah Essa Academy

### Ultrasound Diagnosis of Liver Pathologies (CME)

Dr. Farah Essa Academy

### Ultrasound Imaging of Placenta & Umbilical Cord (CME)

Dr. Farah Essa Academy

### Platinum Brand Ambassador Vital

Trust Pakistan

### Ultrasound for Ectopic Pregnancy (CME)

Dr. Farah Essa Academy

### Gastrointestinal Ultrasound (CME)

Dr. Farah Essa Academy

### Fetal Echo Simplified SIRM

Fertility

### Microsoft Windows, Microsoft Office and Graphics Designing

Microsoft Generation Next Training and Solution Provider