

Mohamed Ibrahim Mahmoud Mohamed Khair



Personal Data

- **Name:** Mohamed Ibrahim Mahmoud Mohamed Khair
- **Telephone:** +249110504989
- **Email:** moibra85@gmail.com
- **Current Residency:** Khartoum , Sudan
- **Status:** Divorced .
- **Having DHA Pharmacist License & Sudanese Pharmacist License.**
- **Having U.A.E, Saudi and Sudanese driving license.**
- **Date of birth:** 03/05/1985
- **Nationality:** Sudanese

PROFESSIONAL SUMMARY: -

- Top producing Medical Representative, Professional Medical Claims Officer and Customer Service Agent, Experienced Pharmacist with strong leadership and relationship-Building skills, client focused Call center and sales representative, dynamic communicator who consistently exceeds company goals and expectations.
- An enthusiastic, ambitious, articulated and well presented. Highly efficient and currently working as a part of a successful team, and can communicate effectively with key decision makers and would be an asset to any employer who respects loyalty and responsibility.

Education:

- Bachelor of Pharmacy, The National Ribat University. Khartoum, Sudan – June 2010.
- Sales Management and Marketing International Diploma (Cambridge International College) 04/2011.
- UAE Scientific High School degree. Rabie Ibn Amer Secondary School. Abu Dhabi, UAE – Aug 2003.

Experience:

Medical Representative

Al-Waleef international for multi-Activities Company

(Khartoum, Sudan)

01/2022 – 05/2022

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- Identified and qualified customer need, developed sales strategies and negotiated and closes profitable projects with an 85% success rate.
- Communicated regularly with territory, Regional and strategic managers for daily support and strategic planning for accounts.

Patient Relations Officer

Burjeel Medical City

03/2021 - 12/2021

- Ensure coordination of communication between patients and families and medical staff.
- Provide patients and families with information on hospital services, procedures, and protocols.
- Interview patients or families to determine the nature of care needed and direct them to the concerned health care providers.
- Respond to patient inquiries regarding physicians and services.
- Effect change within the hospital system to ensure that patient experience is enhanced
- Respond to patients complaints regarding hospital services and ensure that concerns are handled properly.
- Assist patients with problems associated with hospital registration and admission.
- Provide feedback to patients and families regarding their concerns and complaints

Medical Claims Officer/Call Center Agent

Mednet Global Healthcare Solutions LLC

06/2019 – 01/2021

(Health insurance company)

- Responsible for resolving questions, problems or issues related to providers & Customers.
- Performs audits and quality checks on active prior authorizations claims.
- Investigating for potentially fraudulent claims.
- Understanding & Following established company guidelines.
- Reviews requests made by physicians, medical groups and pharmacies for the use of prescription drugs and pharmacy benefits management (PBM) also handling OP preapprovals (Maternity, Dentals, Optical, and X-ray, MRI etc.)

Retail Pharmacist

Al Mehrab Pharmacy

(Bahri, Sudan)

01/2017 – 03/2019

- Assisted other pharmacy Staff with drug inventory purchasing and receiving.
- Regularity stocked shelves rotated stock and checked of expired medications.
- Receptively answered costumer questions and helped locate desired items in the pharmacy.
- Helped achieve pharmacy business objectives by increasing sales and gross margins by 100 %.

Retail Pharmacist

Medicina Pharmacy

(Dubai, U.A.E)

11/2015 – 12/2016

- Assisted other pharmacy Staff with drug inventory purchasing and receiving.
- Regularity stocked shelves rotated stock and checked of expired medications.
- Receptively answered costumer questions and helped locate desired items in the pharmacy.
- Helped achieve pharmacy business objectives by increasing sales and gross margins by 100 %.

Tele Sales Representatives

Gulf Detection Trading Co. (Bhatia brothers group)

(Dubai, U.A.E)

10/2014 – 10/2015

- Identified and qualified costumer need, developed sales strategies and negotiated and closes profitable projects with an 85% success rate.
- Communicated regularly with territory, Regional and strategic managers for daily support and strategic planning for accounts.

Medical Representative

Al -Riyadiah Medical Company

(Riyadh, K.S.A)

10/2013 – 10/2014

- Maintained and organized a customer database of over 600 clients nationwide.
- Developed new process for employee evaluation which resulted in marked Performance improvements.
- Implanting Marketing Strategies which resulted in 20% growth of costumer base.

Retail Pharmacist

Al-Mehrab Pharmacy

(Bahri, Sudan)

07/2012 – 07/2013

Medical Representative

Omap for multi-Activities Company

(Khartoum, Sudan)

06/2010 – 06/2012

- Identified and qualified costumer need, developed sales strategies and negotiated and closes profitable projects with an 85% success rate.
- Communicated regularly with territory, Regional and strategic managers for daily support and strategic planning for accounts.

Key Skills:

- Possess the ability to influence a positive sales outcome with a customer.
- Proficient in Ms-Office Suite and Internet application.
- Effective communication and interpersonal skills.
- Strong team player with practical thinking.
- Experienced in Insurance related activities.
- Excellent organization and management skills.
- Ability to provide claim advice.
- Capable to maintain good rapport with clients
- Capability to work under tight schedule in order to meet deadlines
- Having the necessary confidence.
- Motivation and reliability to succeed.
- Able to identify & hunt down sales opportunities.
- Comfortable with target customer call rate and message retention metrics.
- Conflict resolution ability.
- Strong planning.
- Committed to quality assurance.

Certificates:

- Certificate of Completion(Lets Gear up to Volunteer and Defy COVID-19 (02/2021 to present)
The Mohammed Bin Rashid University of Medicine and Health Sciences
- Medical BLS provider Certificate of Cardio Pulmonary Resuscitation (12/2013)
Saudi Health Association in affiliation with the international liaison Committee on resuscitation).
(I.L.C.O.R)
- Attendance a training course entitled : OTC Dermatological dosage forms & cosmetics (10/2013)
Blue Nile Training Center, Omdurman, Sudan.

Organizations:

- Spirit of The Union Volunteering Team(Vaccine Team) (02/2021 – present)
- Pulse of the Emirates Volunteering Team (Food Gulf Festival)(21/02-25/02)

Languages:

- English 
- Arabic 