

Mohamed Rabie Shehata, BSc Pharm

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Insurance Operations Specialist | Policy Administration & Medical Underwriting

PROFESSIONAL SUMMARY

Results-driven Insurance Operations Specialist with 3+ years of experience managing full policy lifecycles, medical preauthorizations, and claims workflows in high-volume regulated environments. Proven track record of maintaining 99.9%+ accuracy in documentation and approvals while reducing claim rejections and optimizing operational efficiency. Combines clinical pharmacy expertise with advanced data analytics (SQL, Power BI, Excel) to drive compliance, risk assessment, and process automation.

CORE COMPETENCIES

Policy & Operations	Data & Analytics	Compliance & Policy Management
Policy Lifecycle Management (Issuance, Endorsements, Amendments)	SQL & Advanced Excel	Regulatory Compliance & Audit Control
Medical Underwriting & Pre-Authorization	Power BI / Tableau Dashboards	KPI Reporting & Performance Tracking
Claims Processing & Validation	Data Validation & Integrity	Cross-Functional Team Coordination
Workflow Optimization & Automation	EHR & Insurance Platform Administration	Customer Query Resolution

PROFESSIONAL EXPERIENCE

Deputy Approval Manager | Mediconsult

April 2026 – Present

- Enhanced KPI achievement across the approval team, driving consistent improvement in team-wide performance targets
- Improved approval accuracy and reduced error rate by almost 25% through tighter case review and quality control
- Improved SLA adherence and approval turnaround time by almost 40%, accelerating case resolution without compromising accuracy

Pre-Authorization Doctor | NEXTCARE (Allianz Partners)

May 2023 – March 2026

- Reviewed and adjudicated high-volume medical pre-authorization cases against underwriting guidelines and policy terms, maintaining a 99.92% approval quality score
- Managed complete policy lifecycle tasks including validation, endorsements, amendments, and coverage eligibility verification
- Conducted rigorous case audits and documentation reviews to ensure 100% compliance with internal and regulatory standards
- Served as primary point of contact for customer and provider escalations, achieving consistent resolution within SLA targets
- Partnered with claims, underwriting, and provider networks to resolve discrepancies and streamline cross-functional workflows
- Built and maintained KPI dashboards tracking turnaround times, service quality, and operational performance to inform leadership decisions

Medical Data Analyst | National Cancer Institute – Cairo University

2024 – 2026

- Analyzed complex healthcare and claims datasets to support insurance operations, risk assessment, and policy compliance initiatives
- Developed automated dashboards in local server mode using Python and React to monitor policy processing KPIs, reducing manual reporting time by ~30%
- Enforced data integrity protocols across systems, identifying and resolving data gaps that improved downstream reporting accuracy
- Supported internal audit and risk assessment processes through structured, evidence-based data analysis
- Identified workflow bottlenecks and implemented process enhancements that increased operational throughput

Shift Manager | Care Pharmacies

January 2022 – April 2023

- Oversaw daily pharmacy operations including insurance claims processing, billing validation, and documentation control

- Reduced claim rejection rates by 12% through targeted staff training on policy compliance and documentation standards
- Supervised a team of pharmacy staff, ensuring adherence to regulatory requirements and operational SOPs
- Managed customer complaints and complex queries, maintaining high satisfaction scores
- Maintained accurate financial and operational records for audit readiness

Community Pharmacist | ezaby chain

2021 – 2022

- Verified prescriptions against insurance coverage and clinical requirements, ensuring full compliance
- Maintained meticulous patient records and documentation within EHR systems
- Delivered patient counseling and resolved insurance-related queries to optimize medication access

EDUCATION

Bachelor of Pharmaceutical Sciences

Nahda University (NUB), Egypt — 2021 | Grade: Very Good

TECHNICAL SKILLS

- Data & Analytics: Microsoft Excel (Advanced), SQL (Intermediate), Power BI, Tableau
- Systems: Electronic Health Records (EHR), Policy Administration Systems, Insurance Platforms
- Operations: Workflow Automation Tools, KPI Dashboard Development, Process Mapping

INSURANCE & DOMAIN EXPERTISE

- Policy Interpretation, Issuance & Lifecycle Administration
- Medical Underwriting Support & Risk Assessment
- Claims Review, Validation & Pre-Authorization
- Compliance, Audit & Documentation Control
- Regulatory Standards & Quality Assurance

CERTIFICATIONS

- DOAC-Related Bleeding Management — American Society of Health-System Pharmacists (ASHP)
- First Aid Training — Egyptian Ambulance Organization
- Excel Certification — Coursera