

Adilson Doqui

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With over nine years of experience navigating the complexities of the insurance industry, honed my expertise in non-life claims management and financial operations. My career is reflecting a deep commitment to excellence in the non-life sector. Seeking an opportunity to bring my specialized skills to an open position in non-life claims management.

SKILLS

- Excellent interpersonal and customer service skills to support patient care executive-health administration/resources/health-insurance-manager.
- Fluent in Portuguese and Understand English.
- Insurance product specialist.
- Ability to multitask without compromising the accuracy of work.
- Advanced knowledge of Excel for organizing, analyzing, and storing financial data, including the use of pivot tables, VLOOKUP, and financial modeling.
- Accurate and efficient data entry for customer information and invoicing details.
- Knowledge of ICD-10 and CPT coding systems for accurate medical claims processing.
- Outstanding communication skills to coordinate with customers and resolve inquiries and disputes.
- Strong analytical skills for process improvement and litigation management.

PROFESSIONAL EXPERIENCE

Volunteer weekly food truck deliveries

Salvation Army charity, Toronto, ON

May 2024 – Present

- Help offload boxes from the delivery truck and transport them to the program room.
- Unpack boxes, sort food items, and inspect them for freshness and appropriateness for program participants.
- Read labels to determine best before and expiry dates and label food as appropriate for distribution.
- Support staff in bagging food items and preparing them for distribution to program participants.
- Work both independently and as part of a team to ensure efficient operation of the food distribution program.
- Ability to lift up to 25lbs without adverse effects and safe Food Handling certification is an asset.

Financial Reconciliation Coordinator

Advance Care Angola (Insurance Company)

Luanda Angola | August 2019 – September 2023

- Processed, verified, and balanced financial records and business transactions, including accounts payable, accounts receivable, and payroll.
- Investigated discrepancies using established procedures to ensure accuracy in financial reporting.

- Monitored and reconciled statements, actively participating in the reconciliation of accounts to maintain financial integrity.
- Maintained documentation and records proficiently to ensure correctness and promptness of deliverables.
- Handled and resolved inquiries regarding billing problems and disputes, ensuring customer satisfaction.
- Improved and redesigned processes to enhance efficiency and accuracy in financial coordination.

Invoicing Coordinator and Health Claims Manager Fidelidade Angola (Insurance Company)

Luanda, Angola | November 2014 – July 2019

- Managed accounts receivable and ensured accurate billing, leading to a 15% reduction in discrepancies.
- Compiled and processed critical billing information, including prices, discounts, and shipping rates, to streamline invoice generation.
- Addressed customer inquiries and resolved billing disputes, maintaining a 90% customer satisfaction rate.
- Maintained meticulous records of customer information and payments, enhancing the efficiency of the billing process.
- Directed medical billing operations, ensuring efficient patient care and minimizing financial risk.
- Organized and implemented billing procedures that complied with healthcare regulations, reducing audit findings by 15%.
- Led a team of claims professionals, fostering a collaborative environment that improved claim processing times by 20%.
- Participated in Agile development processes, actively contributing to sprint planning, stand-up meetings, and retrospectives.

EDUCATION

Degree in Banking and Insurance Management | University of ISIA | Luanda, Angola | 2012 - 2016

Insurance Technical Course | National School of Public Administration INADE | 2015 – 2017

CERTIFICATIONS

- Emotional Intelligence Training (MINDSET) | 2021
- Specialization Course in Law, Security, and Emergency – Associate CEIPC | 2020

REFERENCES

- Available upon request.