

Mohamed Tayseer Mohamed

Nasr City, Cairo, Egypt

+201111304606 | m.tayseer@live.com | <https://www.linkedin.com/in/mtayseer/>

Profile Summary

- Pharmaceutical Science graduate with a strong background in the healthcare insurance industry.
 - Extensive experience across claims, medical network, and production departments.
 - Proven ability to navigate complex healthcare systems and ensure efficient claims processing with high accuracy.
 - Deep understanding of provider relations and network management, collaborating closely with medical providers.
 - Contributed to major healthcare software implementations, including Universal Health Insurance and Limitless Care system migration.
 - Strong expertise in healthcare software and its role in enhancing patient care and operational efficiency.
 - Passionate about leveraging pharmaceutical knowledge, healthcare insurance expertise, and technology for industry advancement.
 - Skilled in problem-solving, analytical thinking, and driving meaningful change in dynamic environments.
 - Open to discussions and collaborations in healthcare and pharmaceutical sectors to enhance healthcare solutions and community well-being.
-

Relevant Courses and Certifications

- Marketing Strategy – Nexford University, March 2024
 - Leadership and Organizational Development – Nexford University, February 2024
 - Change Management Foundations – LinkedIn Learning, January 2024
 - Leading Change – LinkedIn Learning, January 2024
 - Global Business – Nexford University, December 2023
 - Advanced Business Foundations – Nexford University, August 2023
 - Being an Effective Team Member – LinkedIn Learning, July 2023
 - Lean Six Sigma Workshop Certificate – Black Belts Egypt, August 2018
-

Experience

Head of Production, System Configuration, and Data Analysis at Limitless Care, Cairo, Egypt April 2025 – Present

- Lead business analysis and system configuration for group medical insurance products, translating business needs into detailed requirements and system rules.
- Elicit and document business rules, benefit structures, and operational processes from stakeholders (Account Management, Claims, Network, Finance) and convert them into configuration specifications and BRDs.
- Own the end-to-end policy onboarding and change lifecycle, including policy intake, impact assessment, requirements definition, system configuration, UAT, and post-go-live support.
- Facilitate cross-functional workshops to validate requirements, align on solution design, and resolve gaps between business needs and system capabilities.
- Triage and prioritize new requirements and change requests, supporting effort and impact estimation and contributing to commercially sound business cases.

- Lead the implementation of a new end-to-end insurance system, including business requirements mapping, process and workflow design, stakeholder alignment, and coordination with IT/vendors against agreed timelines.
- Design and monitor analytical dashboards and reports (e.g. claims cost, utilization, loss ratio, provider performance) to identify cost-reduction opportunities, improve service levels, and support strategic decisions.
- Ensure system configuration and data structures comply with industry standards and support scalability and regional expansion plans.
- Manage the production and card-issuance function (cards, endorsements, and policy updates), ensuring SLA adherence, quality, and alignment with client contractual requirements.

Medical Network Manager at MedRight for Medical Services, Cairo, Egypt **November 2024 – April 2025**

- Oversee and expand the provider network, ensuring high-quality medical coverage for members.
- Develop partnerships with new providers to enhance accessibility and service quality.
- Manage provider relationships, ensuring compliance with quality standards and regulatory requirements.
- Lead a team in network operations, fostering a collaborative and results-driven culture.
- Implement strategic initiatives, data-driven reporting, and fraud detection measures.

System Configuration & Production Manager at Limitless Care, Cairo, Egypt **January 2024 – October 2024**

- Managed day-to-day system configuration for policies, benefits, pricing, provider networks, and claims rules to ensure accurate and compliant operations.
- Gathered and documented business requirements from internal stakeholders for new products, policy changes, and system enhancements, and translated them into BRDs and configuration specifications.
- Analyzed operational and claims data to support management decision-making, identify trends, and highlight areas for efficiency, cost control, and service improvement.
- Mapped and streamlined core workflows (policy setup, card issuance, endorsements, and claims-related processes), driving digitization initiatives and reducing manual work.
- Participated in testing and release cycles, preparing test scenarios based on documented requirements and validating system behavior before production deployment.
- Collaborated with IT and external vendors to clarify requirements, track issues and enhancements, and ensure timely resolution and successful implementation.

Configurations “System & Production” and Claims Hubs Assistant Manager at

Limitless Care, Cairo, Egypt **June 2021 – December 2023**

- Managed system and production configurations for medical insurance processes.
- Oversaw claims hubs, ensuring timely and accurate claims processing.
- Led strategic initiatives to enhance operational efficiency.

Senior Insurance Specialist at Vodafone Egypt, Cairo, Egypt **April 2020 – December 2021**

- Contributed to the Universal Health Insurance project, integrating digital solutions.
- Developed insurance-related strategies in a telecom-driven healthcare model.
- Collaborated with cross-functional teams to enhance digital insurance operations.

Senior Medical Network Officer at MedNet Egypt, Cairo, Egypt

July 2019 – March 2020

- Expanded and managed a robust provider network for medical insurance.
- Negotiated provider contracts and ensured regulatory compliance.
- Conducted data-driven analysis for network optimization and performance enhancement.

Medical Network Officer at MedNet Egypt, Cairo, Egypt

October 2016 – June 2019

- Built and maintained strong relationships with healthcare providers.
- Negotiated contracts and ensured compliance with insurance regulations.
- Addressed provider concerns and conducted audits to maintain service quality.

Claims Officer at MedNet Egypt, Cairo, Egypt

December 2015 – October 2016

- Reviewed and processed medical claims with accuracy and compliance.
- Investigated complex claims issues and collaborated with providers for resolution.
- Implemented quality assurance measures to enhance claims workflow efficiency.

Medical Representative at Apex-Multi Apex Pharma, Cairo, Egypt

March 2017 – July 2017

- Promoted pharmaceutical products to healthcare professionals.
- Provided scientific information and ensured ethical product use.

Pharmacist at International Medical Center, Cairo, Egypt

December 2014 – June 2016

- Managed hospital ward pharmacy, ensuring accurate medication dispensing.
- Oversaw surgical sutures and medical consumables inventory.
- Provided patient counseling to optimize therapeutic outcomes.

Education

- **Master of Business Administration (MBA)** – Nexford University, Washington, D.C. (*December 2024*)
- **Bachelor's Degree in Pharmaceutical Science** – Cairo University, Faculty of Pharmacy (*September 2008 – May 2013*)

Technical Skills

- **Healthcare Insurance** – Expertise in claims processing, medical network management, and system configuration.
- **Claims & Fraud Detection** – Ensuring accurate claims processing and identifying fraud risks.
- **Provider Network Management** – Building and maintaining strong relationships with healthcare providers.
- **Healthcare Software** – Experience in system migration, digital healthcare solutions, and insurance platforms.
- **AI & Data Analytics** – Using AI tools, Excel, and Power BI for data analysis and decision-making.
- **Microsoft Office** – Proficient in Excel, PowerPoint, Word, and Outlook for reporting and presentations.
- **Project Management** – Improving workflows, automation, and system efficiency.
- **Business Analysis** – Developing business requirements and optimizing processes.
- **Problem-Solving** – Strong analytical skills for resolving healthcare and insurance challenges.
- **Leadership & Communication** – Managing teams, negotiating contracts, and engaging with stakeholders.