Aisha Rahman

Team Supervisor

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Summary

Team supervisor with 5 years in health benefits claims processing, the last 3 supervising a 14-person team. Uses Excel for workflow planning of daily queues and overtime, writes clear procedures in Word, and brings supervisory experience and quality assurance habits that keep accuracy high and backlogs short.

Experience

Team Supervisor

Suncoast Benefits Administration — Tampa, FL — 08/2023 - Present

Supervise a 14-person claims processing team at a health benefits administrator.

- Manage **14** claims processors handling 3,500 medical claims a week at 98.5% accuracy against a 97% target.
- Plan daily work queues and overtime in Excel, clearing a 6,000-claim backlog in 7 weeks after a plan year change.
- Coach processors in monthly 1:1s using QA results and productivity data; 3 have moved up to senior roles.
- Write Word procedure guides for 9 claim types and review them with compliance each quarter before audits.

Senior Claims Processor

Suncoast Benefits Administration — Tampa, FL — 05/2021 - 07/2023

Medical, dental and vision claims for self-funded employer plans.

- Processed 160 claims a day across medical, dental and vision plans at 99% accuracy for 40 employer groups.
- Trained 8 new processors on claim entry and plan rules, and answered escalated questions for the team lead.
- Built a Microsoft Office checklist for coordination of benefits that cut those claim errors by 30% in 6 months.
- Researched 25 provider appeals a month and drafted clear responses for the appeals nurse to review and sign.

Education

Bachelor of Science

University of South Florida

Business Administration

Tampa, FL

05/2021

Skills

Excel	Microsoft Office	Word	Claims Processing
Workflow Planning	Quality Assurance	Supervisory Experience	Leadership
Problem Solving			

Certificates

Six Sigma Yellow Belt (CSSYB)

ASQ

09/2024