

NICHOLLI RODRIGUEZ

Available for Remote Work | Healthcare Support | eCommerce Operations |
Customer Service | Technical Support

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San Jose Del Monte, Bulacan

ABOUT ME

Results-driven professional with over a decade of experience in the BPO industry, specializing in customer service, healthcare coordination, eCommerce operations, and technical support. Skilled in patient scheduling, client communication, product research, online store support, and remote work environments. Known for delivering efficient, high-quality service with empathy, accuracy, and strong work ethic.

WORK EXPERIENCE

Telesales Specialist | Homeaglow (remote)

Jun 2025 - Dec 2025

- Reach out to prospects (calls, texts, emails): Make outbound calls or messages to potential leads or existing leads to offer the company's products or services.
- Convert leads into sales / close deals: Persuade interested prospects to commit (i.e. convert a lead into a customer), by demonstrating value or matching needs to the solution.

Patient Care Coordinator | Alldigitech

May 2023 - May 2025

- Handled medical appointment scheduling and coordination for patients in the U.S.
- Managed inbound and outbound patient communications with empathy and precision.
- Maintained accurate data in scheduling systems, ensuring HIPAA compliance.

Customer Service | WNS Global Services (remote)

May 2021 - Apr 2023

- Manage and optimize online store operations, including product listings, pricing, inventory, and order processing across eCommerce platforms.
- Conduct product research and analyze market trends to identify profitable items and improve sales performance.
- Provide customer support, coordinate with suppliers, and ensure smooth fulfillment to maintain high customer satisfaction and store efficiency.

Technical Support | Telus International Philippines

May 2013 - Apr 2021

- Supported a U.S.-based web development platform with technical and customer service.
- Assisted small business owners with website setup, troubleshooting, and billing issues.
- Provided email/chat/voice support in a fast-paced environment.

SKILLS

- Email, Calendar, and File Management
 - Appointment Setting (B2C)
 - Customer Service (Voice, Chat, Email)
 - Objection Handling
 - CRM Tools
 - Microsoft Office and Google Workspace
 - HIPAA Awareness (Healthcare-related roles)
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TOOLS AND PROFICIENCY

DIALERS:

- Avaya
- Genesys
- Cisco Finesse
- Aircall

EMAIL & CHAT PLATFORMS:

- Outlook
- Gmail
- Slack
- Microsoft Teams

SCHEDULING, CRM, & HEALTHCARE SPECIFIC TOOLS:

- Athenahealth
 - Google Calendar
 - Salesforce
 - Zendesk
 - Hubspot
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REFERENCES

Robert Verano

Software engineer
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Arniel Sabar

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I hereby certify that the above information is true and correct to the best of my knowledge.


Nicholli Rodriguez