

Roopali Pagare

+91 750-636-2567

nihreysa.ramchandra@gmail.com

Saldanha Enclave, 402, 5th road, IC colony, Borivali W, Mumbai, India.

PROFESSIONAL SUMMARY

- Over 29 years of experience in the International BPO, telecommunication industry, education sector, and healthcare industry.
- Strong background in customer service and administration profiles.
- Proven skills in customer service and soft skills, time management, organizational skills, people management, interdepartmental and external customer coordination skills.
- Demonstrated ability to excel in diverse profiles, and ability to learn new skills and software applications as per the job profile.
- Professional communication skills include creative and expert level English communication verbal and writing skills.
- Interpersonal skills include active listening, customer centric, empathetic, creative thinking, and problem-solving skills.
- Computer skills include: - MS Office, Microsoft outlook, Google G suit, internet, and email.
- Trained in Voice and Accent - USA, customer service/soft skills, and telephone etiquette

Demo Video - <https://youtu.be/40sjy4hJ8cU>

WORK EXPERIENCE

Customer Service Representative/ PCC

Feb 2024 - June 2025

Allure Esthetic Plastic Surgery - Seattle, United States
(Remote work from Mumbai, India.)

- Scheduling/ Rescheduling consultation/post-operative, and procedure appointments for patients with the respective surgeons, injectors and estheticians via PatientNow app, phone and live chat.

- Answering patient queries via phone, live chat and email.
- Trained in HIPPA law & guidelines.
- Helping patients understand procedure details, pricing, process time line and protocols for different surgeries and procedures.
- Updating patient lead log follow ups for inquiries placed on the official websites via phone, text message and email.
- Appointment reminder calls to patients in case of patient is late for the consultation appointment or surgery.
- Creating and updating patient profile on TouchMD website and Patient now app.
- Verifying and updating soft copies of NDA/Mutual Agreement/ Online Reputation documents between company and patients.
- Maintaining Patient data tracker on a daily, weekly and monthly basis.
- Handling administrative duties as required.

ESL Teacher

Jan 2019 - Dec 2023

Access School - Edolve

(Remote work from home, Mumbai, India.)

- Teaching students of different age group levels up to 18 years old, English communication, public speaking, art of storytelling, impromptu speech, grammar, reading and comprehension, video blog presentation skills, and creative writing skills.
- Conducting classes to build confidence via art of storytelling - dramatics, public speaking skills.
- Conducting, interim and end of term PTM's with parents on their students' progress and areas of improvements.
- Tracking students' progress with continuous in class practice/activities and regular homework assignments.
- Teaching students from the different parts of the globe, including US, UK, Europe & Middle East.

English Tutor

Mar 2017 - Nov 2018

AirClass

(Remote work from home, Mumbai, India)

- Teaching students from English communication, grammar, pronunciation, and creative writing skills.
- Managing one-on-one classes, and tracking student progress via in class assignments and homework.
- Providing feedback and constructive roadmap for improvement to students, and parents.

ESL Teacher

Sep 2014 - Feb 2017

Hello English

(Remote work from home, Mumbai, India.)

- Teaching English international curriculum Common Core and IB Scope and Sequence to students from different parts of the world, and teaching business English to adult students.
- Teaching creative writing skill, public speaking skills, English grammar, English literary writing, and formal and informal communication skills.
- Teaching students from grade 3-9 English communication & creative writing skills. Helping students learn Leadership communication skills through art of storytelling, public speaking skills/Impromptu speech, debating skills, self-introduction for school interview's & video-blog presentation communication. Also teaching creative writing skills with exposure to different literary styles.
- Managing one-on-one classes, and tracking student progress via in class assignments and homework.
- Tracking students' progress with continuous in class practice/activities and regular homework assignments. Ensuring to assess the learning gaps & weak areas of individual students & enhancing teaching methods to suit the students' requirements.
- Teaching business English communication, soft skills, and personality development courses for adults.

Executive Assistant/Marketing Coordinator

Jul 2007 - Jun 2014

Bharti Airtel • Mumbai, India

- Process owner for new product launch Network related issues, and for Grace winners process for usage and retention across Mumbai segment.
- Spoc for all verticals across Mumbai circle and Value-added services – assisting (VAS -Mumbai team) for new schemes and plans introduced in the market.
- Taking minutes of meeting and handling travel and hotel bookings for Marketing Head.
- Handling communication and administrative tasks for the Marketing Head.
- Inter departmental coordination with different nodes.
- Managing customer communication, via phone and email, and maintaining customer databases.

Achievements: I was given the secondary authority position for Mumbai circle, for excellent organizing and streamlining the “Repeater Request Process.”

Team Leader

Aug 2002 - Jun 2007

E-Serve International • Mumbai, India

- Managing CMS reports, monitoring calls, and tracking attendance of 25 team members.
- Monitoring calls for quality assurance, product knowledge, soft skills, and handling call

escalations.

- Conducting voice and accent, soft skills, and product training for employees.
- Giving weekly and monthly feedback to team members, on areas of improvements, and handling periodical appraisals of team members.
- Conducting training for voice and accent, communication, soft skill, customer service skills, and product knowledge.
- Conducting operations round of interviews with HR hiring process for new team member positions.

Team Leader.

Oct 1998 - July 2002

Epicenter Technologies Pvt Ltd • Mumbai, India

- Team Lead for American Express and Provident Financial (USA) processes for the credit collection department.
- Handling outbound collections process team of 30 team members.
- Call monitoring for quality assurance checks, and providing feedback and conducting refresher training for team members on areas of concern.
- Motivating the team, with constant team activities – team debates, daily and weekly rewards for target achievements.
- Handling team appraisals.
- Handling call escalations of disgruntled customers' and offering creative solutions to ensure customer satisfaction and win-win situation outcome.

Senior Client Service Executive/ Executive Assistant.

Sep 1995 – Aug 1998

Global-E-Commerce (GTL) • Mumbai, India

- Handling customer queries and complaints related to networking issues, via calls and emails and directing it to concerned departments.
- Managing diary, appointments schedules, and travel and booking tasks for Network-Head.
- Interdepartmental coordination with different departments related to new processes, training, events and customer issues.
- Outbound customer calling for feedback on network services provided by the company.
- Screening calls for Network – Head, and managing administrative tasks as advised by Network – Head.
- Assisting the Audit department with customer database management, and recording-keeping and updating physical files of customers.

Volunteer Experience

Chief School Officer

09/2016 – Present

QRPlaza the social of things - Milan, Italy. (Remote from Mumbai.)

Proofreading, editing, creating website introduction and information content in English language for QRPlaza website.

Creating educational content, with images and videos on different global educational subjects, topics for individual students and municipal schools in Europe zone.

Creating English content and handling communication with the page community members as a co-administrator for “QRPlaza -The Social of Things” Facebook page.

Coordinating and promoting the website via email to new schools and to individual education experts around Europe zone, with the database provided by the founder.

Animal Advocacy Activist.

02/2013 - Present

AnimalsTrust OnlyUs (Nonprofit organization – Milan, Italy. (Remote from Mumbai.)

Educating animal welfare and protection via our website, and different pages on Facebook.

Researching on Animal abuse issues globally, corresponding and following up with complainant and ensuring to resolve the issue by reaching out authorities and animal activists in the specific country.

Creating content for petitions related to issues and ensuring to share and achieve the target signatures needed to make the significant changes needed.

Co - Administrator, communication management and content for AnimalTrust ONLUS page and its affiliate groups - No More Zoos, Nobody Touch the Dog, Nobody Touch the Cat, and Save All Animals.

EDUCATION

BA – English Literature

S.N.D.T University • Mumbai, India

TESOL/TEFL

Asian College of Teachers • Mumbai

120 Hours International Certification in TESOL/TEFL Program.

Experience teaching IB Scope & Sequence, Common Core curriculum, and Common European Framework of Reference for Languages.

SKILLS

- Active listening and English communication skills - verbal and writing.
- Computer skills and the internet.
- Coordination and follow-up skills.
- Leadership and people management.

- Time management and organization skills.
- Customer service and soft skills.

LANGUAGES

English, Hindi, and Marathi.

INTERESTS

Reading, writing, sketching, dancing, and photography.

Best Regards,

Roopali Pagare