

Rigoberto Rodriguez

Motivated and dependable professional with strong customer service and logistics experience, seeking remote or on-site opportunities in administrative support, customer service, delivery coordination, or general operations. Adept at multitasking, communication, and learning new technologies quickly. Committed to reliability, teamwork, and delivering excellent results.

Pittsburgh, PA 15226

(412)-726-5966

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EXPERIENCE

BlinkRX – Customer Support Specialist

January 2025 – March 2025 | Pittsburgh, PA

- Managed high-volume inbound calls, assisting patients, healthcare providers, and insurance representatives with inquiries and support needs
- Delivered patient-focused service by triaging cases, resolving issues efficiently, and ensuring precise documentation of all interactions
- Consistently met performance metrics while maintaining strict confidentiality and adhering to HIPAA and privacy regulations
- Actively contributed to team growth by sharing feedback, participating in process improvements, and staying current on product and policy updates

Starbucks – Barista

January 2018 – December 2024 | Pittsburgh, PA

- Oversaw daily opening procedures to ensure smooth and efficient operations from the start of each shift
- Trusted by leadership to onboard and train new team members, promoting a collaborative and high-performing team environment
- Fostered a positive workplace culture by maintaining an approachable, enthusiastic, and patient demeanor with both colleagues and customers

UPS – Picker & Packer

April 2017 – December 2017 | Cranberry, PA

- Developed cross-functional skills by mastering multiple warehouse roles, allowing for flexible support across various departments
- Maintained high performance and accuracy in a fast-paced environment, contributing to team productivity and operational success

SKILLS

Customer Service

(In Person, Phone, Email)

Microsoft Office &
Google Workspace

Time Management & Organization

Remote Communication Tools
(Zoom, Slack, Gmail)

Cash Handling & POS Systems

Delivery Coordination &
Route Optimization

Problem Solving &
Conflict Resolution

EDUCATION

Full Sail University

Online

2022 – Present

Bachelor of Arts – Computer
Animation

Clovis High School

Clovis, New Mexico

2011 – 2015

High School Diploma – 2015