

GLENN CAJOTE

REMOTE HEALTHCARE SCHEDULER WORKFORCE & SCHEDULING SUPPORT

Lapu-Lapu City Cebu, PH

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PROFILE INFO

Detail-oriented scheduling and operations professional with 10+ years of experience supporting high-volume scheduling, workforce coordination, and customer operations in BPO, financial services, and healthcare-aligned environments. Experienced in handling sensitive information in HIPAA-compliant and regulated settings, managing appointment schedules, resolving conflicts, and maintaining accurate records. Calm, solutions-focused, and fully equipped for remote work and rotating schedules.

EDUCATION

2000 - 2004
AMA UNIVERSITY

- BS CompSci

SKILLS

- Appointment Scheduling & Calendar Management
- High-Volume Call & Scheduling Request Handling
- Client & Candidate Communication
- Schedule Adjustments & Coverage Coordination
- HIPAA-Aware Data Handling & Confidentiality
- Accurate Documentation & Record-Keeping
- Solutions-Focused Problem Solving
- Multitasking & Task Prioritisation
- Calm Decision-Making Under Pressure

WORK SETUP & AVAILABILITY

Permanent Work-From-Home setup
Own PC, stable internet, and headset
Flexible to work 7-day rotating schedules

WORK EXPERIENCE

Virtual Assistant & Scheduling / Workflow Coordinator

Healthcare-Aligned Support Environment (WFH) | 2020 - Present

- Manage daily schedules and appointment coordination in a healthcare-aligned environment
- Handle high volumes of scheduling requests, changes, and confirmations
- Communicate professionally with staff, clients, and stakeholders regarding schedules and availability
- Ensure confidential handling of sensitive personal and health-related information in line with HIPAA standards
- Maintain accurate scheduling records, logs, and reports
- Provide solutions-focused support during last-minute changes, absences, and urgent requests
- Support smooth operations in a fast-paced, service-driven environment

Financial Advisor / Customer Operations

JPMorgan Chase | 2010 - 2016

- Supported high-volume operations in a regulated, compliance-driven environment
- Coordinated with WFM and operations teams during peak demand periods
- Assisted with real-time staffing adjustments to maintain service levels
- Maintained professionalism and discretion handling sensitive data

Customer Service Specialist (BPO)

Convergys | 2008 - 2010

- Provided frontline technical support in a 24/7 BPO environment
- Performed real-time queue monitoring and escalated service risks
- Recognized for schedule adherence, responsiveness, and operational discipline