

# ENGL 301: Assignment 4.1 - Application Package

## Posting: Customer Experience Coordinator

### Roles & Responsibilities

- Provide thoughtful, personalized communication to Felix users across all mediums of communication (email, chat, and occasional phone support)
- Communication skills
- Work within the Felix partnership ecosystem by communicating with our pharmacy, medical and logistics partners to ensure the highest quality of care for all Felix users
- Quality of care, communication
- Ensure orders are being fulfilled on time and as per their requests
- Customer service, QA
- Document common user issues effectively and concisely to make active contributions to our library of support queries
- User experience and support
- Drive conversion in our onboarding process by educating our users with any questions they may have surrounding pricing, process, or product
- Collaborate closely with other departments to share learnings across the Felix organization – you will be the owner of the user’s voice!
- Participate in product strategy & operations to shape the future of customer care for all Felix users (including pharmacy & medical users).
- Occasional community management and handling response to inquiries via Twitter, Facebook & Instagram

### About You

- Relevant experience working in a customer service environment
- Located in Alberta or BC to support our customers in the West Coast
- Technologically savvy and curious to learn
- You are not afraid to ask for help – you are skilled at explaining technical problems succinctly & clearly in a constantly changing regulatory landscape
- You love tackling tough challenges and can think multiple steps ahead to achieve a desirous outcome for Felix and our customers - you need to be able to read between the lines of a customer’s issue and try to find the underlying cause
- Must be available to work weekends
- Fluent in both English and French an asset
- Above all else, a problem solver

Reference: <https://felixforyou.ca/careers>

# Amol Chahal

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PharmD

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Greater Vancouver, BC

604.825.1098

[chahal.amol@alumni.ubc.ca](mailto:chahal.amol@alumni.ubc.ca)

Nov 14, 2020

**Felix Health Inc.**

Dear Hiring Manager,

I am writing in reference to your job posting on [felixforyou.ca/careers](http://felixforyou.ca/careers) page regarding the “Customer Experience Coordinator” position. Given my passion for healthcare technology and previous relevant experience in the direct-to-consumer healthcare space, I would like to highlight a few points in consideration for this position. I am a pharmacist by training from The University of British Columbia. Having worked in patient care settings and direct-to-consumer men’s health startup, I believe that I have gained a unique perspective on patient care and their experience with online healthcare.

Last year, I joined an early-stage startup called Roost Medical where I was responsible for building a minimum viable product and content management for the company. Within the span of 6 months, I was able to build a functional product which we used for small beta testing. I was also actively involved in editing and producing clinical content required for the platform. Furthermore, I was actively involved in managing blog content and online marketing strategy. Through this experience, I gained in-depth knowledge and market insights about direct-to-consumer companies (particularly from the US). I truly believe that this new model of DTC healthcare is going to become a crucial part of overall healthcare consumption and delivery.


Given my previous experience in business development, product management, and patient care, I believe that I would be a strong candidate based on your provided roles & responsibilities in your job posting. Other than my relevant experience, I also bring a sense of passion and purpose to Felix’s vision and mission. I look forward to potentially hearing from you.

Yours In Health,

Amol Chahal

# Amol Chahal

 chahal.amol@alumni.ubc.ca

 604 825 1098

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 <https://amol.dev>

## Summary

- A tech enthusiast with a deep passion for healthcare technology.
- 5 years of customer service experience in a community pharmacy setting.
- 3 years of business development and consulting experience in the healthcare space.

## Experience

### **Business Development**

DigiPharm Health Inc.

May 2017 - Present (3 years 7 months +)

- Providing consultancy related to digital marketing and technology implementation in community pharmacies.
- Collaborating and working with key stakeholders to implement novel marketing strategies.
- Product management for website maintenance and content strategy.

### **EiR/Product Management**

Roost Medical

Jun 2019 - Aug 2020 (1 year 3 months)

- Developed an MVP for a DTC pharmacy brand targeting men's health.
- Coordinated clinical content management and marketing strategy.
- Collaborated with key partners, such as telemedicine, to integrate an end-to-end care model.

### **Inpatient Advanced Pharmacy Practice Experience**

Royal Inland Hospital

Jan 2019 - Feb 2019 (2 months)

- Involved in resolving complex drug-therapy problems in an inpatient setting.
- Provided care to patients on respiratory and cardiology wards in the hospital.
- Researched and recommended the best possible evidence-based treatments for patients, and provided medication-related education and counselling under the supervision of clinical pharmacists.

### **Pharmacy Assistant (Casual)**

Shoppers Drug Mart

Mar 2014 - Feb 2019 (5 years)

Provided customer service to patients, screening for appropriate legal requirements, prescription entry, and contacting physician offices regarding prescription-related issues.

### **Research Intern**

BC Psychosis Program

Oct 2018 - Nov 2018 (2 months)

Collected and analyzed survey results to augment the development of drug monographs at Lower Mainland Pharmacy Services (LMPS). Built a Voice-based User Interface (VUI) conversational prototype for the related drug monographs.



### **Student Pharmacist Intern**

Guardian Pharmacy

May 2018 - Jun 2018 (2 months)

Involved with providing pharmaceutical care to both patients in the pharmacy and a nearby First Nations Health Centre. Drafted up a business plan for the Health Centre to provide pharmaceutical care services by the pharmacists.

## **Education**



### **The University of British Columbia**

Bachelor of Computer Science (Integrated Computer Science), Software Engineering  
2020 - Present



### **The University of British Columbia**

Doctor of Pharmacy (PharmD), Pharmaceutical Sciences  
2015 - Jun 2019

A four-year professional program designed to prepare graduates for the current and future scope of pharmacy practice in healthcare settings such as community, primary care, ambulatory care, and hospital practice; and for industry, government, and other specialized fields.

## **Licenses & Certifications**



**Facebook Blueprint Marketing** - Facebook



**Social Media Certified** - HubSpot Academy

Issued Jan 2019 - Expires Feb 2021

## **Skills**

Customer Service • Business Development • Digital Marketing • Customer Relationship Management (CRM) • Web Development • Web Design • Content Management • Content Management Systems (CMS)

## Reference Letter Requests:

Amol Chahal  
123 Sunrise St  
Vancouver, BC V2X4X2  
888 888 8888  
[email@gmail.com](mailto:email@gmail.com)

December 11th, 2020

John Doe  
Business Manager  
Roost Coop  
Burnaby, BC

Dear John Doe,

I am writing with regards to asking for a reference for a new job that I am applying to at Felix Health Inc. While working with you, I learned a lot of new technical and business skills and had the opportunity to develop a deep knowledge of the business. If you would be able to provide a reference, that would be immensely appreciated.

The new position that I am applying to is currently seeking a Customer Experience Coordinator. This position requires skills that overlap with my previous position at your company. I think that the skills that I gained within your company will be very useful in this position. I think your reference will be really helpful.

Thank you for your consideration. If, for any reason, you are unable to provide a reference, please let me know. I have attached a copy of my resume and the job posting in this document.

If you have any further questions or concerns, please let me know.

Regards,

Amol Chahal  
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December 11th, 2020

James Macrio  
Professor  
UBC  
Vancouver, BC

Dear James Macrio,

I am writing with regards to asking for a reference for a new job that I am applying to at Felix Health Inc. As you are aware, I graduated from Pharmacy program in 2019 and undertook your classes during my second and third year. If you would be able to provide a reference, that would be immensely appreciated.

The new position that I am applying to is currently seeking a Customer Experience Coordinator. This position requires skills that gained through various practicum classes at school. I believe that your reference will be really helpful.

Thank you for your consideration. If, for any reason, you are unable to provide a reference, please let me know. I have attached a copy of my resume and the job posting in this document.

If you have any further questions or concerns, please let me know.

Regards,

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December 11th, 2020

Amy Watson  
Professor  
UBC  
Vancouver, BC

Dear Amy Watson,

I am writing with regards to asking for a reference for a new job that I am applying to at Felix Health Inc. As you are aware, I graduated from Pharmacy program in 2019 and completed a directed studies program under your guidance. If you would be able to provide a reference, that would be immensely appreciated.

The new position that I am applying to is currently seeking a Customer Experience Coordinator. I believe that during the course of my directed studies project, I was able to gain skills and knowledge that could greatly benefit the position that I will be applying for. I believe that your reference can provide a really useful insight of my experience as a directed studies student.

Thank you for your consideration. If, for any reason, you are unable to provide a reference, please let me know. I have attached a copy of my resume and the job posting in this document.

If you have any further questions or concerns, please let me know.

Regards,

Amol Chahal  
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