Rudolph Mikael Jannus Alejandria, RPh

Licensed pharmacist and operations lead. I build the systems and automations that keep a business running as it grows.

Based in Butuan, Philippines. Works Pacific time. **rudolph.alejandria@gmail.com**

130x
patient volume growth in under 2 years, 14 to 1,800+ monthly appointments

45% to 80-90%
collection rate after a billing follow-up redesign

30-40%
less manual admin work from AI tools in documentation and intake (estimated)

7 years
of double-digit year-on-year growth at Asprime International

Tools

n8n, Make, Zapier, GoHighLevel, Claude Code, Codex, Claude, ChatGPT, Gemini, Lovable, GitHub, Obsidian, Google Workspace

Experience

Apr 2024 to present

Senior Healthcare Operations Manager

US outpatient psychiatry practice, Oregon, remote

- On the leadership team while the multi-provider telehealth practice grew from 14 to more than 1,800 monthly appointments in under 2 years (Apr 2024 to Jan 2026).
- Automated provider payroll: a pay run that took weeks by hand now takes about an hour.
- Raised collection rates from 45% to 80-90% through denial follow-up, AR work and a billing process redesign, working with the billing vendor on complex claims and audit risk.
- Designed the workflows across intake, scheduling, documentation, billing and patient communications, with SOPs, QA checks and HIPAA safeguards.
- Led EHR and AI scribe evaluations and vendor changes, and rolled out AI tools for documentation, intake and analytics, cutting manual admin work by an estimated 30-40%.
- Built forecasting and profitability models for provider expansion, Medicaid programs and new service lines.
- Ran marketing across SEO, partnerships and referral networks, tracking lead quality and conversion.

Apr 2017 to present

Operations and Supply Chain Leader

Asprime International Inc., Butuan, Philippines

- Built the operating framework behind 7 consecutive years of double-digit growth, through new contracts and company-wide process improvement.
- Negotiated supplier agreements with 25-50% cost reductions on core product lines.
- Designed pricing models and SLAs to win and onboard larger client contracts.
- Moved the company from outsourced engineering to its own internal team, lowering long-term cost and raising service quality.
- Wrote the company's first SOP library and internal control framework, aligned with ISO practice.
- Led the operations, finance and logistics teams, from importation to last-mile delivery, and mentored junior staff into management.

Jan 2023 to Mar 2024

Clinical Operations Specialist

US dermatology and senior care practices, Washington and Texas, remote

- Coordinated patients end to end for high-volume practices and kept EHR records accurate, using pharmacology knowledge to check medication lists.
- Ran prior authorizations and insurance verification, reducing claim rejections and medication delays.
- Audited visit materials and encounter documentation for 100% compliance with provider instructions.

Jan 2016 to Mar 2017

Retail Pharmacist

Mercury Drug, Butuan City, Philippines

- Ran full-cycle dispensing in a high-volume pharmacy with a zero-error rate.
- Managed controlled-substance inventory and records under FDA and Dangerous Drugs rules, and supervised pharmacy technicians.

Jul 2013 to Dec 2016

Hospital Pharmacist

Butuan Doctors' Hospital, Butuan, Philippines

- Led pharmacy team training for the hospital information system rollout and the move to electronic physician ordering.

Education

BS Pharmacy, Cum Laude, University of San Carlos, Cebu City, 2013

Licensed Pharmacist, Professional Regulation Commission, Philippines

Executive education: Ateneo de Manila University, Asian Institute of Management, De La Salle University

English, bilingual or proficient (C2)

Certifications

AI and automation

HighLevel CRM Full Training, Tara AI Community, Oct 2026

AI Automation with n8n, Technical Virtual Assistants PH, Oct 2026

Prompt Engineering, Tara AI Community, Oct 2026

No Code Automation with Make.com, Technical Virtual Assistants PH, Mar 2026

No Code Automation with Zapier, Technical Virtual Assistants PH, Mar 2026

Healthcare compliance

HIPAA Awareness for Healthcare Providers, HIPAATraining.com, Oct 2025, valid to Oct 2027

HIPAA Compliance for Healthcare Virtual Assistants, HelloRache, Dec 2022

Quality, risk and leadership

Internal Audit, ISO 9001:2015 and ISO 19011:2018, TÜV Rheinland Philippines, Aug 2021

Risk Management, ISO 31000:2018, TÜV Rheinland Philippines, Aug 2021

Foundations of Management for First-Line Leaders, Asian Institute of Management, Jul 2021

Managing the Supply Chain, Ateneo de Manila University Graduate School of Business, Sep 2020