

EMPLOYEE SPOTLIGHT SERIES



NICOLE COMELLA | TECHNICAL SUPPORT ENGINEER



Tell us about a day in the life of a Technical Support Engineer at HRS?

Usually, the day involves answering calls and emails from anyone using our product. This includes communicating with clinicians, technicians, caregivers, and/or patients. In between troubleshooting, we assist our Client Success and Logistics teams working on fulfilling client needs and requests. We work closely with Product Support to resolve, report, and escalate issues. We also work on any special projects depending on our interests and skills.

What is your favorite thing about working at HRS?

Seeing the frontlines of telehealth operating with patients and clinicians has been such an eye-opening experience. It's been incredible hearing from patients and caregivers about the day to day impact of remote telemonitoring. Also, it's been awesome working with the different teams at HRS, who are always open to collaboration and passionate about their work.

What's your favorite HRS memory?

I was on a call with a patient and their caregiver trying to re-pair the bluetooth blood pressure machine to the tablet. It was getting difficult explaining the steps until I realized they were Spanish speaking. They were able to successfully pair the device after I continued the instructions in Spanish. It was gratifying to use my skills to help a patient in need.

What can we find you doing outside of HRS?

I love exploring my neighborhood of Brooklyn and finding the best food and nightlife spots in the city. I'm often checking out the latest play, going to concerts, or crossing another museum off of my list. When I'm not out with my friends, you can find me reading or writing at a coffee shop.

What's a fun fact about you?

I've studied in China, Cuba, and Germany.

What's the heartbeat of HRS?

It's easy to sense the passion everyone has for the mission of HRS. Improving patient outcomes and quality of care is at the heart of everyone's work and it really carries through to everything, from the work culture to the constant innovation of our product.

What are you streaming right now?

The new season of Brooklyn Nine-Nine.

If you could pick one superpower, what would it be?

The ability to teleport anywhere.

Where is the best place you've ever traveled to? Or where would you like to travel?

Havana - the music, beach, and architecture are incredible.

What's your secret talent?

I play the cello!

