

# KEVIN MORRISON

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## LORI TAYLOR

Senior Hiring Manager  
OrthoBoston  
(987) 654-3210  
loritaylor@orthoboston.com

Dear Ms. Taylor,

During my time as the secretary for Providence Orthopedics, I overhauled my department's data gathering protocols to successfully reduce pre-surgical file omissions by 98%. This project significantly improved the availability of crucial medical information and saved over 15 work hours per week. I look forward to leveraging my outstanding organizational skills as the pre-admissions department secretary at OrthoBoston.

As a seasoned administrator with 12 years of experience providing efficient secretarial support in hospitals, I am drawn to OrthoBoston's reputation for exceptional patient care. I would relish utilizing my skills and experience to ensure seamless treatment pathways for your service users. Some of my recent achievements include:

- Streamlined the post-meeting administrative process to ensure swift follow-up on assignments, contributing to a departmental productivity increase of 26% in 2023
- Trained five new hires and identified opportunities to enhance performance and service quality, which supported a 10% increase in patient satisfaction
- Implemented a new patient scheduling system that freed up an average of five appointments per practitioner per week

I look forward to speaking with you further about how my secretarial experience within the health care field can help your organization continue to deliver exceptional patient care. You may contact me via phone or email at your convenience. Thank you for your time and consideration.

Best regards,

*(Insert Signature Here)*

**KEVIN MORRISON**