

Jane Roberts

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Heather Miles

Medical Associates

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[month, day, year]

Dear Ms. Miles,

I've spent the last seven years as a medical receptionist, where I recently led an eco initiative to reduce paper waste and waiting room times by converting all new patient questionnaires to a digital platform. I'm excited to bring this same professional excellence and awareness to Medical Associates as the medical receptionist front office lead in Miami.

The skills I've obtained within the field will help further Medical Associates' mission of providing quality health care that is affordable and accessible to the community. Here are a few of my past achievements that will enable me to excel in this position:

- Presented idea to management to switch the provider scheduling system from written by hand to a digital app, creating a more efficient schedule and saving hours of monthly work
- Created a department maintenance ledger for facility repair requests, leading to repairs being completed in a matter of days rather than months

- Implemented a department-wide patient experience improvement campaign, increasing satisfaction scores by 10 points month over month

I would like to schedule an interview with you as soon as possible to discuss my skills in creating efficiency and how that can help patients.

Best regards,

Jane Roberts