**Dear Mr. Pickman:**

After witnessing the turbulent childhood of my chronically-ill nephew, I can say with the utmost confidence that I deeply understand the value of excellent patient care. I would love to help further Medsien's vision of improving care for all with my team-building and communication skills, confidence in uncertainty, and ability to roll up my sleeves to provide superior chronic care management services as your operations manager.

I spent 6 years as an operations manager at Retina Specialists, where I oversaw and managed employees during their day-to-day performance to spot opportunities to improve general policies and procedures. I quickly developed a knack for designing and enhancing specific operational processes, such as quicker communication methods, which I had pinpointed as providing the greatest return in boosting efficiency. I successfully reduced miscommunication rates by 43% during my first two months.

I also formed new system-wide collaboration strategies to bridge communication gaps and encourage better cross-departmental cohesion, focusing on efficient collaboration between administrative departments and care providers. Thinking analytically with a sense of ownership empowered me to ensure high clinical quality and improve excellence in patient care by reducing wait time by an average of 8 minutes. This proactive approach also bolstered overall operating efficiency by 7%.

As an effective communicator and leader, I am ready to help improve patients' lives and reduce internal healthcare costs while collaborating with stakeholders and optimizing policies and procedures. Working as an operations manager is my calling, and chronic care for patients is near and dear to my heart. Please contact me at your convenience, as I'd love to share more about how I'm qualified to offer productive oversight and more adaptive care delivery methods.

Thank you for your time,

**Sabrina Johnson**

**February 1, 2023**

(123) 456-7890

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**ENCLOSURES**

Resume; Application; Certified Operations Manager (COM) Certification

**SABRINA JOHNSON**

*Operations Manager*

**Jon Pickman, Hiring Manager**

Medsien

1700 Van Ness Ave #1051

San Francisco, CA 94109

**TO**