

JESSICA ROWNTREE

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JUSTIN TAYLOR

HR Manager

Orlando West Medical

(987) 654-3210

j.taylor@orlandowestmedical.org

Dear Mr. Taylor,

In my current role as Lead Medical Assistant, I implemented a training program aimed at teaching staff the basics of communicating with patients. This program saw a 40% rise in positive patient satisfaction ratings. I have over 10 years of experience as a medical assistant and have received multiple commendations for my excellent bedside manner and ability to calm nervous patients.

I have a bachelor's degree in healthcare management from Miami University. I believe that my knowledge and years of experience will make me a valuable addition to your team at Orlando West Medical. I have worked in a range of settings, from private physician offices to large hospitals.

Specific career highlights include:

- Receiving the prestigious DAISY Award in 2016
- Earning certification as a Medical Administrative Assistant
- Enhanced patient relations and reduced critical wait times at a large hospital by introducing staff training programs

I would love to take the time to speak to you about my approach to patient care and how I increase patient satisfaction levels. I am available to talk at your convenience.

Best regards,

Sincerely,

(Insert Signature Here)

P.S I would love to tell you the details of my Daisy Award at Mount Sinai Miami.

JESSICA ROWNTREE