

# Billing Team Lead Cover Letter

3992 Morissette Cove East Fermin, GA 41470-3699

**Dear Drew Lesch,**

In response to your job posting for billing team lead, I am including this letter and my resume for your review.

In my previous role, I was responsible for ongoing identification of non-standard billing processes, including identifying and gathering billing data needed to assist in implementing automated solutions.

I reviewed the requirements of the job opening and I believe my candidacy is an excellent fit for this position. Some of the key requirements that I have extensive experience with include:

- Oversees the Billing Specialists, ensuring Billing Operations meets all service level agreements (SLAs), follows all regulatory guidelines and the that work completed is of the highest quality
- Work directly with Enrollment to ensure timely reconciliations and updates to necessary member records
- Ensure Billing Specialists are available to respond to web exceptions, incoming tickets and member services inquiries
- Work with Regulatory Compliance Officers to ensure that requests are resolved within time lines and tracked for reporting
- Maintain and communicate key performance indicators and other pertinent information to Billing leadership and others
- Responsibility for training and development of staff
- Facilitate timely resolution of member issues using workflow system
- Create, review, revise and enforce company and departmental policies and procedures

**Thank you for taking your time to review my application.**

Sincerely,