

Call Cover Letter

5039 Dwayne Oval North Carson, TX 46660-9505

Dear Sawyer Tillman,

I would like to submit my application for the call opening. Please accept this letter and the attached resume.

In the previous role, I was responsible for nursing care, treatment, and services within scope of practice as defined by the Nursing Practice Act, and applicable California Code of Regulation and Business and Professions Codes.

My experience is an excellent fit for the list of requirements in this job:

- Timeliness - Timeliness is critical in customer service
- Clear communication - Call Handlers need to strike a balance between giving thorough answers, using a professional vocabulary, and being conversational and approachable all at the same time
- Empathy - Empathy is among the most important customer service skills
- Attentive listening- If a patient or patient representative wishes to explain a situation in detail, call handlers need to be willing to listen
- Willingness to go the extra mile - Patients and health care professionals appreciate great service, but they love a gesture that shows real appreciation for their personal circumstances
- Computer literate and adaptable in using different software
- Proven administration skills and excellent attention to detail
- Transfers calls to the correct department as needed to efficiently support members

Thank you for considering me to become a member of your team.

Sincerely,

Parker Friesen