

Customer Care Team Lead Cover Letter

7723 Block LodgePort Allenside, ME 11098-2526

Dear Dallas O'Reilly,

Please consider me for the customer care team lead opportunity. I am including my resume that lists my qualifications and experience.

In the previous role, I was responsible for for the training and scheduling of staff on procedures of the call center.

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

- In depth knowledge of call center operations (CMS and IEX reporting) and NY E-ZPass guidelines
- Proficiency with Microsoft Office (Outlook, Excel, Word)
- Professionalism in dealing with the State and providers
- Medicaid or healthcare experience preferred
- Creative problem solving and strategic skills
- Previous experience directly managing individuals and/or businesses
- Experience of working in regulated, audited environment (particularly Sarbanes Oxley, ISO conformance desirable)
- Experienced with ERP tools (Oracle preferred), preferably with Super-User or functional training responsibilities

Thank you in advance for taking the time to read my cover letter and to review my resume.

Sincerely,

Blake Bailey