

Dawn Zurick Beilfuss

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Hiring Manager

Mercyhealth Crystal Lake Hospital

875 S. Route 31

Crystal Lake, IL 60014

April 24, 2024

I am writing to express my strong interest in the Patient Access Supervisor position at Mercyhealth Crystal Lake Hospital. With a proven track record of excellence in customer service, team leadership, and operational management across multiple industries, I am confident in my ability to contribute effectively to your organization's patient access management team.

In my most recent role as Front Desk/Veterinary Assistant at Fox Lake Animal Hospital, I successfully led daily operations managing 60-80 patient interactions, developing efficient scheduling systems and building strong relationships with clients and staff. This experience demonstrates my ability to handle high-volume operations while maintaining excellent service standards - skills that are directly applicable to the Patient Access Supervisor role.

My career has been built on a foundation of:

- Building and leading high-performing teams through effective training and development
- Implementing efficient processes that improve service delivery and operational effectiveness
- Developing strong relationships with clients, staff, and stakeholders
- Identifying challenges and implementing practical solutions
- Coordinating cross-functional operations to achieve organizational goals

As a Licensed Managing Broker at Vylla, I built and led a team of 4 professionals across Illinois and Wisconsin, developing comprehensive training programs and implementing innovative solutions to improve team efficiency. This experience has honed my ability to effectively lead teams, optimize processes, and deliver exceptional service - skills that are directly transferable to the Patient Access Supervisor role.

I am particularly drawn to Mercyhealth's commitment to excellence in patient care and its focus on maintaining high standards in healthcare operations. My experience in implementing efficient workflows and building strong teams aligns perfectly with Mercyhealth's mission and values. I am confident that my combination of leadership experience, process improvement skills, and customer service excellence makes me an ideal candidate for this position.

I would welcome the opportunity to discuss how my skills and experience can contribute to the success of your patient access management team. Thank you for considering my application. I look forward to the possibility of contributing to Mercyhealth's continued success.

Sincerely,

Dawn Zurick Beilfuss