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To Whom It May Concern:

Quick to learn and highly adaptable, I have transitioned seamlessly between the food service industry and the medical field; however, my interests have remained in the realm of technology. In many of my responsibilities, I have used my technological resources to improve on existing systems and streamline tasks. As a Technician, I would use my past experiences and ingenuity to create audiovisual experiences for clients and make certain every client is satisfied.

For more than two years, I have managed the disclosure of confidential records for nearly ten medical facilities as a Release of Information Specialist. Along with facilitating the release of protected health information, I provide leadership by training staff to understand the privacy laws and procedures in place. I regularly assess workflow and introduce technology to maximize efficiency, increasing output by 200% since I assumed this position.

Prior to my work at Medical Record Associates, I was assistant manager at a café in Boston's South End. I supervised café staff, maintained inventory, and played an integral role in the grand opening of a second café location. I worked to ensure that all shifts were properly staffed in order to sustain production and deliver excellent customer service. When challenges arose, it was my responsibility to diffuse the situation and convert a negative customer experience into one that encouraged them to return.

My natural versatility helps me resolve problems and overcome obstacles on the job, but it has also aided me in my transitions between industries. A leap into audiovisuals is one that includes my interest in technology and my process management skills. I look forward to challenging myself and expanding my knowledge in this new experience as a Technician.

Thank you for your time. I look forward to hearing from you.

Sincerely,

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