

Colton Grainger  
1127 Hammock St  
Houston, TX 77009

May 29, 2017

Dear Sir or Madam:

I aim to gain employment as a Receptionist/Clerk starting July 24, 2017

I have performed clerical work since 2015, when I was hired as a grading assistant. In 2016 I graduated with a B.S. in Mathematics-Physics. Shortly after, I committed to a year of service in the Episcopal Service Corps. I am fulfilling this commitment by working as a clerk at the YMCA International Services, a refugee resettlement agency in Houston, TX. My completion date in the Service Corps is July 15, 2017.

I work now on a small team to support refugees with complex medical conditions. I balance my clerical duties with client service. Each month, I interact with 40 clients and write 100 case notes. For clients, I arrange medical appointments, transportation and interpretation. I am also responsible for low-income healthcare applications. In emergency situations, I accompany clients to safety net services. As a clerk, I maintain 200 client case files, including their medical records, financial eligibility information, and immigration documents.

In contributing to an efficient workflow at your law firm, I anticipate that I will

- receive clients, schedule appointments and handle referrals;
- prepare agendas, meeting minutes, and reminders for office deadlines;
- draft, revise, and copy-edit documents as needed;
- maintain physical/electronic records and sort sensitive mail;
- write macros to manage data and utilize computational solutions; and
- relieve staff of miscellaneous administrative burdens.


As these responsibilities mirror those I have already taken on, I am confident that I can increase your law firm's administrative capacity from my start date.


Outside of my professional interests, I am passionate about cycling, hiking, and computer science. I have ambition to pursue higher education in mathematics and, eventually, work towards environmental preservation.


Respectfully,

Colton Grainger

*P.S. I am available via email, by phone after 3:00 P.M. PST, or by scheduled video-chat.*

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coltongrainger.github.io 

<b>OBJECTIVE</b>	To gain employment as a Receptionist/Clerk, with start date July 24, 2017.	
<b>SUMMARY OF QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• 2 years' expertise in record keeping and data management.</li> <li>• Working knowledge of medical billing, public benefits, and immigration law.</li> <li>• Calm demeanour and experience answering multiple phone lines.</li> <li>• Ability to prioritize administrative tasks and handle competing demands.</li> </ul>	
<b>EDUCATION</b>	<b>B.S. in Mathematics-Physics</b> <i>The College of Idaho, Caldwell, ID</i>	May 2016
	<ul style="list-style-type: none"> <li>• Minors: History, English Literature and German Language.</li> </ul>	
<b>PROFESSIONAL EXPERIENCE</b>	<b>Clerk — Refugee Medical Care</b> <i>YMCA International Services, Houston, TX</i>	September 2016 – July 2017
	<ul style="list-style-type: none"> <li>• Supported 7 staff over 228 client cases (54 health, 174 social adjustment).</li> <li>• Scheduled medical appointments and arranged client transportation.</li> <li>• Catalogued medical records and filed public benefits applications.</li> <li>• Maintained an online repository of safety-net services.</li> </ul>	
	<b>Grading Assistant</b> <i>The College of Idaho</i>	September 2015 – December 2015
	<ul style="list-style-type: none"> <li>• Corrected weekly assignments for 25 general physics students.</li> <li>• Corresponded with faculty to ensure objective and accurate grading.</li> </ul>	
	<b>Dishwasher &amp; Server</b> <i>The Griddle, Meridian, ID</i>	Summers 2012, 2013, Fall 2015
	<ul style="list-style-type: none"> <li>• Kept clean a 600 ft<sup>2</sup> commercial kitchen.</li> <li>• Trained new staff for the front of house and kitchen.</li> </ul>	
<b>COMMUNITY INVOLVEMENT</b>	<b>Service Corps Fellow</b> <i>Texas Episcopal Service Corps, Houston, TX</i>	August 2016 – July 2017
	<ul style="list-style-type: none"> <li>• Completed a year of service while living in community.</li> <li>• Received training in non-violent communication.</li> <li>• Attended colloquia on HIV outreach and refugee resettlement.</li> </ul>	
<b>JOB RELATED COMPETENCIES</b>	<i>Document Preparation</i> <ul style="list-style-type: none"> <li>• Microsoft Word</li> <li>• L<sup>A</sup>T<sub>E</sub>X Typesetting</li> <li>• HTML5 &amp; CSS</li> </ul>	<i>Data Management</i> <ul style="list-style-type: none"> <li>• Microsoft Excel</li> <li>• .git repositories</li> <li>• Google Drive</li> </ul>
<b>AWARDS</b>	<b>Heritage Scholarship</b> for academic merit.	2012 – 2016

## Professional References

**Shaoli Bhadra** Refugee Medical Care Program Coordinator

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**Salimah Shamsuddin** Refugee Case Management Program Coordinator

- work: 713-339-9015 ext. 1019
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**Katie Devine** Assistant Professor of Physics

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- cell: 507-261-9310
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## Community References

**Nick Puccio** Houston Director of Texas Episcopal Service Corps

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