

Colton Grainger
1127 Hammock St
Houston, TX 77009

June 4, 2017

Dear Sir or Madam:

I aim to gain employment as a Medical Receptionist starting July 24, 2017.

I have performed administrative work since 2015, when I was hired as a grading assistant. I found that, by taking a share of my supervisor's clerical responsibilities, I gave her more time to focus on research and curriculum design.

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.

At the YMCA, I work on small team to support refugees with complex medical conditions. I balance clerical duties with direct case management. I directly serve 40 clients monthly—arranging medical appointments, transportation and interpretation. As a clerk, I maintain 240 client case files—including medical records, financial eligibility information, and immigration documents—for 7 staff across 2 departments of the resettlement agency.

In contributing the workflow at your medical practice, I anticipate that I will

- receive clients, schedule appointments and handle referrals;
- prepare agendas, meeting minutes, and reminders for office deadlines;
- maintain physical/electronic records and sort sensitive mail;
- develop macros to manage client data and automate repetitive tasks; 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 medical practice'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 graduate studies in Mathematics and, eventually, publish research in support of 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.

OBJECTIVE	To gain employment as a Medical Receptionist, with start date July 24, 2017.	
SUMMARY OF QUALIFICATIONS	<ul style="list-style-type: none"> • 1 year of service in refugee medical care. • 2 years' expertise in clerical work and data management. • Ability to balance competing administrative tasks. 	
EDUCATION	B.S. in Mathematics-Physics <i>The College of Idaho, Caldwell, ID</i>	May 2016
PROFESSIONAL EXPERIENCE	Clerk — Refugee Medical Care <i>YMCA International Services, Houston, TX</i>	September 2016 – July 2017
	<ul style="list-style-type: none"> • Supported 7 staff over 240 client cases (60 medical, 180 social adjustment). • Scheduled medical appointments with transportation and interpretation. • Coordinated billing during policy changes to Refugee Medical Assistance. • Vetted client data for the implementation of 3 SQL databases. 	
	Grading Assistant <i>The College of Idaho</i>	September 2015 – December 2015
	<ul style="list-style-type: none"> • Corrected weekly assignments for 25 general physics students. • Corresponded with faculty to ensure objective and accurate grading. 	
COMMUNITY INVOLVEMENT	Service Corps Fellow <i>Texas Episcopal Service Corps, Houston, TX</i>	August 2016 – July 2017
	<ul style="list-style-type: none"> • Completed a year of service (1,800 hours) while living in community. • Participated in professional development and communication training. 	
	Lead Counselor — Gem Boys State <i>Northwest Nazarene University, Nampa, ID</i>	June 2014 and 2015
	<ul style="list-style-type: none"> • Hosted a summer camp on state government with the American Legion. • Supervised 100 students and 12 junior counselors on a team of 4 staff. 	
JOB RELATED COMPETENCIES	Technology <ul style="list-style-type: none"> • Microsoft Office Suite • Windows, Linux, macOS • HTML5/CSS web-hosting Insurance/Billing <ul style="list-style-type: none"> • Medical coding • Healthcare enrollment 	Communication <ul style="list-style-type: none"> • Multi-line phones • Professional writing • Friendly demeanor Personal <ul style="list-style-type: none"> • CPR certification • Excellent health

REFERENCES

Shaoli Bhadra

Refugee Medical Program Coordinator
YMCA International Services
shaoli.bhadra@ymcahouston.org
office: 713-339-9015 ext. 1051

Salimah Shamsuddin

Refugee Case Management Coordinator
YMCA International Services
salimah.shamsuddin@ymcahouston.org
office: 713-339-9015 ext. 1019

Katie Devine

Assistant Professor of Physics
The College of Idaho
kdevine@collegeofidaho.edu
office: 208-459-5064

Nick Puccio

Houston Director
Texas Episcopal Service Corps
npuccio@epicenter.org
office: 713-353-2107