

Colton Grainger
1127 Hammock St
Houston, TX 77009

June 4, 2017

Dear Sir or Madam:

I aim to gain employment as a Patient Coordinator starting July 24, 2017.

I have performed clerical work since 2015, when I was hired as a grading assistant. I found that, by taking a share of my supervisor's administrative 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—medical records, financial eligibility information, and immigration documents—for 7 staff across 2 departments of the resettlement agency.

In contributing to an efficient workflow at your multi-provider chiropractic office, I anticipate that I will

- receive clients, schedule appointments and handle referrals;
- draft, revise, and copy-edit documents as needed;
- 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 office'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.

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| OBJECTIVE | To gain employment as a Patient Coordinator, 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

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