

Colton Grainger  
1127 Hammock St  
Houston, TX 77009

June 4, 2017

Olympia Orthopedic Associates, PLLC  
2421 Heritage Court SW  
Second Floor  
Olympia, WA 98502

Dear Sir or Madam:

I aim to gain employment as a Clerical Support Specialist 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 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—with medical records, financial eligibility information, and immigration documents—for 7 staff across 2 departments of the resettlement agency.

In contributing to the workflow at Olympia Orthopedic Associates, I anticipate that I will

- operate a multi-line phone and receive clients in the office;
- handle referrals, schedule appointments, and coordinate with providers;
- maintain physical/electronic records and sort sensitive mail;
- develop macros to manage client data and automate repetitive tasks; and
- actively respond to client inquires regarding scheduling and billing.

As these responsibilities mirror those I have already taken on, I am confident that I can increase the 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.*

<b>OBJECTIVE</b>	To gain employment as a Clerical Support Specialist, with start date July 24, 2017.	
<b>SUMMARY OF QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• 1 year of administrative experience in refugee medical care.</li> <li>• 2 years' expertise in clerical work and data management.</li> <li>• Ability to balance competing administrative tasks.</li> </ul>	
<b>EDUCATION</b>	<b>B.S. in Mathematics-Physics</b> <i>The College of Idaho, Caldwell, ID</i>	May 2016
<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 240 client cases (60 medical, 180 social adjustment).</li> <li>• Scheduled medical appointments with transportation and interpretation.</li> <li>• Coordinated billing during policy changes to Refugee Medical Assistance.</li> <li>• Vetted client data for the implementation of 3 SQL databases.</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>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 (1,800 hours) while living in community.</li> <li>• Participated in professional development and communication training.</li> </ul>	
	<b>Lead Counselor — Gem Boys State</b> <i>Northwest Nazarene University, Nampa, ID</i>	June 2014 and 2015
	<ul style="list-style-type: none"> <li>• Hosted a summer camp on state government with the American Legion.</li> <li>• Supervised 100 students and 12 junior counselors on a team of 4 staff.</li> </ul>	
<b>JOB RELATED COMPETENCIES</b>	<b>Technology</b> <ul style="list-style-type: none"> <li>• Microsoft Office Suite</li> <li>• Windows, Linux, macOS</li> <li>• HTML5/CSS web-hosting</li> </ul> <b>Insurance/Billing</b> <ul style="list-style-type: none"> <li>• Medical coding</li> <li>• Healthcare enrollment</li> </ul>	<b>Communication</b> <ul style="list-style-type: none"> <li>• Multi-line phones</li> <li>• Professional writing</li> <li>• Friendly demeanor</li> </ul> <b>Personal</b> <ul style="list-style-type: none"> <li>• CPR certification</li> <li>• Excellent health</li> </ul>

## REFERENCES

### **Shaoli Bhadra**

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*YMCA International Services*  
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### **Salimah Shamsuddin**

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### **Katie Devine**

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### **Nick Puccio**

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