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Hiring Manager
Waystar
Louisville, KY

Dear Hiring Manager,

I am writing to express my strong interest in the Strategic Solutions Analyst position at Waystar. With 9 years serving as a technical liaison between business stakeholders and IT teams at Humana (Fortune 50), managing strategic client relationships, and providing analytical support for healthcare payment systems, I am confident I can excel as a trusted advisor to Waystar's most strategic clients and partners.

This role aligns perfectly with my background:

CLIENT RELATIONSHIP MANAGEMENT & TECHNICAL LIAISON (9 Years at Humana):

- Served as liaison between business stakeholders and IT engineering teams for Humana's Medicare platform, coordinating technical implementations while maintaining strong client relationships across enterprise scale
- Built trusted relationships with C-suite executives and strategic partners through active listening, professional collaboration, and consistent delivery - the exact rapport-building skills needed for strategic client management
- Managed cross-functional coordination across IT, Legal, Compliance, and Operations teams, ensuring aligned execution on technical solutions - directly applicable to working cross-functionally for client solutions
- Led Annual Enrollment Period (AEP) coordination - Humana's highest-revenue period - managing stakeholder expectations, technical dependencies, and flawless execution with zero tolerance for error

HEALTHCARE DOMAIN EXPERTISE (Critical for Waystar):

- 9 years deep Medicare/healthcare knowledge including payment workflows, medical billing cycles, and healthcare IT systems - directly relevant to Waystar's healthcare payments platform
- Experience with healthcare data, regulatory requirements (HIPAA/PHI), and compliance standards governing healthcare transactions
- Understanding of provider-payer relationships, claims processing, and healthcare revenue cycle from Medicare perspective
- Ability to translate complex healthcare concepts for diverse audiences - technical and non-technical stakeholders

ANALYTICAL SUPPORT & TECHNICAL SKILLS:

- Expert SQL proficiency: Performed complex data analysis, troubleshooting, and validation across Medicare platform databases - ready to provide analytical support for Waystar clients

- Built executive scorecards and analytical reports for senior leadership, presenting data insights and recommendations to various management levels
- Provided technical troubleshooting and issue resolution requiring analytical thinking and systematic problem-solving
- Coordinated multiple concurrent projects with competing priorities, establishing timelines and managing resources

EXCEPTIONAL CLIENT SERVICE & COMMUNICATION:

- Achieved 100% on-time delivery for 100+ time-sensitive client deliverables over 9 consecutive years - demonstrating reliability and commitment to exceeding service level agreements
- Professional communication skills honed through 9 years interacting with executive leadership, regulatory officials, and cross-functional teams at Fortune 50 scale
- Conflict resolution and escalation management experience handling sensitive stakeholder issues with diplomacy and sound judgment
- Training and education delivery: Created documentation, conducted knowledge transfer, and educated stakeholders on complex processes

TECHNICAL PROFICIENCY:

- Microsoft Office: Expert Excel (data analysis, reporting), PowerPoint (presentations), Word (documentation)
- Technical Systems: JIRA, SharePoint, Salesforce, Oracle, Azure, Splunk
- Process/Change Management: Led enterprise projects through organizational change with stakeholder alignment
- Self-Starter: Proven ability to work independently while maintaining accountability and cross-functional collaboration

WHY WAYSTAR:

Waystar's mission to simplify healthcare payments through innovative technology resonates deeply with my background. At Humana, I experienced the complexity of healthcare billing and payment workflows firsthand. Waystar's platform - streamlining revenue cycle for providers and connecting payers seamlessly - addresses critical pain points I understand intimately.

As a Strategic Solutions Analyst, I would bring:

- Immediate healthcare domain credibility with strategic provider and payer clients
- 9 years managing technical stakeholder relationships at Fortune 50 scale
- Analytical expertise to provide data-driven insights and recommendations
- Proven track record building long-lasting client rapport through exceptional service
- Local Louisville presence with commitment to Waystar's continued growth

My salary expectations align with market rates for this strategic client-facing role.

I would welcome the opportunity to discuss how my technical liaison experience, healthcare domain expertise, and analytical skills can help Waystar deliver exceptional value to its most strategic clients and partners.

Thank you for your consideration.

Sincerely,
Matthew David Scott