

Any One (555) 555-5555 anyone123@email.com

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Dear Hiring Manager:

Imagine the computer systems used to provide services to over 1,000 of the largest healthcare, acute care, and ambulatory care organizations nationwide. Imagine that those systems have no bugs in the code. Imagine a User Interface without cumbersome front- and back-end processes that receives rave reviews. Does this sound too good to be true? It is not; and it is evidenced as possible by my past work.

The Project Manager II position at RixRX interests me because of its congruence with my past work. In my previous work role, I was **the go-to subject matter expert** for over 800 managed care organizations including: Karina Permutante and EmoryHealth Carnitas; national commercial plans including Untied Health Care and Oetna; regional plans including PinkCross PinkShield across different states; government plans including the Affable Care Act; MediScare (CMS), Compress State; among hundreds more. RixRX being a Pharmacy Benefits Manager is perfectly aligned with the healthcare industry that I already know so much about. My expertise will allow me to both understand project scopes and shore up novel ideas.

Among my industry-specific skills is expert-level process improvement and development. This includes streamlining progress; improving output; and increasing efficiency through value-added and solutions-focused integrated revenue cycles service. I also possess many related certifications and skills, which you will see on my attached résumé.

Additionally, it would be great to chat with you about the time that I led and developed a project for the National Provider Identification (NPI) nationwide mandate due to HIPAA laws. My team helped to validate the unique 10-digit number for dozens of healthcare providers. We loaded the information into each provider's software across multiple systems. This gave the providers the ability to successfully exchange information through direct messaging for every administrative and financial action nationwide. It was an amazing experience that resulted in an intelligent and agile system. There are even more details to this story involving cybersecurity and global supply chains, too.

In closing, there is only one me in the vast sea of other industry professionals. My skills and experience make me the starfish that you seek. Call or email me to continue the conversation. It will be lively!

Sincerely,

Any One

Meticulous and detail-oriented management and consulting professional with a dazzling history of exceptional results for high-profile clients across projects specializing in Healthcare Information Technology (HIT) and Electronic Health Records (EHR). Proven leader who asks about families and pets.

Highlighted Accomplishments

- ◆ Personally wrote the code for **100% seamless automated integration upgrade** of Sarmer integrated health networks hospital system changeover using Invision; no errors in the code.
 - ◆ Successfully taught **30,000 individuals** HIPAA Regulation and Compliance with MS PowerPoint over Teams online with an international audience; numerous enthusiastic reviews.
 - ◆ **Built from the ground-up** auto plan code assignment for Pay Center to Play (renamed Payment Oversight Seesaws) with a basis of minimizing patient financial risk; still in use to this day.
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Technical Certifications, Systems, and Software Familiarity

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|--------------------|--------------|---------|----------|--------|
| PMP | Citrix | 270/271 | Invision | PSP0 |
| PMI (Scrum Master) | Clarendi | 278 | Soarian | ITIL 4 |
| JIRA | EDI ANSI X12 | AccuRev | Cerner | Lean |
| Confluence | HL7 | MyBI | Agile | Kanban |

Microsoft Office Suite including Word, Excel, PowerPoint, SharePoint, OneNote, Access, and Visio.

Relevant Professional Skills

Project Planning. Developing Outlines and Timelines. Designing New Products. Streamlining Processes. Maximizing Productivity from Concept through Go Live. Evaluating Workflow, Resources, Communication, and Performance Metrics. Reviewing Internal Systems. Identifying Key Issues. Making Proactive Changes and Adjustments. Overseeing Multi/Single Entity Client Accounts and Payer Accounts. Documenting. Researching. Maintaining B2B Relationships. Specializing in Third Party Software.

Employment History

Sarmer Corporation (f.k.a. Slamons Medical Solutions; f.k.a. Sharie Medical System) 1999 to 2020

Positions held: Implementation Project Manager; Principal Consultant; Team Lead; Scrum Master; Senior Software Developer.

Recent Activities and Training

Attending Sunhouse Education and Consulting Services for industry certifications 2021 to current

Relevant Duties of Previous Work Roles

Implementation Project Manager / Principal Consultant

Oversaw large portfolio of projects throughout development phases. Evaluated diverse organizational systems. Leveraged on-site observation and personal interviews to reveal team and individual strengths. Gathered requirements, defined scopes, and determined resources to exceed project demands. Reviewed internal systems and organized training plans to address areas for improvement. Devised and deployed strategies. Compiled data for presentations that recommended innovative and automated approaches for routine tasks. Built project plans that covered objectives, allocation of resources, and staffing to meet schedules. Presented regular updates on project status. Verified deliverables and checked products according to strict industry guidelines. Provided corporate training. Supported clients with business analysis, documentation, data modeling, and key milestones. Improved client's organizational performance, motivation, and job satisfaction. Directed training for users to maximize productivity. Built and kept client loyalty. Extended relationships for future opportunities. Assessed service solutions to meet business needs.

Team Lead

Managed a team of 10 to success through shared vision and recognition of quality performance. Changed functional positions to supply optimal coverage to meet production goals. Took on additional job duties during unexpected backlogs to achieve project target dates. Evaluated team member competencies. Mentored individuals with lacking skills. Coached new team members. Authored high-quality training manuals defining standard operating procedures and processes.

Scrum Master

Facilitated Scrum framework of sprint planning, backlog refinement, daily Scrum, sprint review, and sprint retrospective to realize full team engagement. Researched emerging technologies and current trends as a strategic asset to culture and business value. Proactively identified innovative and automated approaches to resolve issues and prevent distractions to keep projects on track. Inspired teams to enable agility. Collaborated with product owners, developers, and Scrum Masters to define solutions and drive progress. Set ambitious but achievable goals both internally and offshore. Coached highly effective teams with goals creating positive mindsets.

Senior Software Developer

Orchestrated efficient large-scale redesign of system software transformation deployments. Gathered and defined external customer requirements. Trained developers and programmers on industry standards for design and review. Consulted regularly with internal and external customers on application project status, new project proposals, and software-related technical issues. Monitored ongoing operational programs, diagnosed issues, and corrected logic and coding errors. Managed and supported environments at corporate headquarters and remote locations.

"Any One has critical knowledge and a radiant spirit. I want them on my Board of Directors!"

— *Ralph Wells, Executive Director of ROTI, Anytown, Anywhere*

JUSTIFICATION PAGE

The client is an expert-level professional in the healthcare industry. Size 12 Bahnschrift SemiLight SemiCondensed is the font used throughout this cover letter and résumé package. This font is relatively conservative without whimsy or flourish. The client is a get-it-done type of person with encyclopedic knowledge and the need to communicate in highly technical terms with limited space. The font allows a lot of information to be present while remaining readable.

The same header is used on all three pages of the package to create branding in conjunction with the consistent font. Horizontal dark blue lines are used throughout the package. Darker blues are a color traditionally associated with the 'third eye' body center and was appropriate due to the client's highly technical knowledge. A classic light blue background was used in order to create subheading differentiation in the résumé when naming the client's former employer and the job duties thereof.

The cover letter is written to emphasize the breadth of the client's knowledge and how it applies directly to the position of interest. The quantified knowledge regarding the 1,000 different healthcare organizations and 800 managed care organizations demonstrates the client's apparent industry knowledge. The story about the NPI project is intended to entice the reader to wanting to know more about the client and prompt an invitation to interview for the position.

The résumé is accomplishments-focused in its visual center since the client has been out of work for a period of time and also stayed with the same employer for over 20 years. The client's focus statement is a one-sentence summary of what makes them unique and also includes a short sentence intended to demonstrate that they care about the people with whom they work. Technical certifications, systems, and software-related information follows the three bulleted accomplishments to demonstrate specialization. Relevant professional skills were pulled from the lengthy descriptions of past job duties that are also relevant to the position to which the client is applying. Employment history and recent activities and training close out the first page. A line with the name and page numbers of the résumé is given in the event that the pages of the résumé are somehow separated. The second page of the résumé is essentially an appendix of information regarding the client's past work duties. Any information that was repeated or redundant relative to the technical and/or professional skills on the first page was not included. The last piece of information included on the second page is a short testimonial regarding the client's personality and knowledge. This was included since there was room for it and it re-emphasizes some softer skills in an otherwise highly technical profile.

The client's current location was not included since it is implied with the area code of the phone number used, the past employer, and the name of the training site under recent activities. These are all co-located within a 30-mile geographical radius.

Respectfully Submitted,

Lauren Garrett
CPRW Candidate