

SKYLER THOMPSON

Call Center Representative
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January 1, 2024

Lori Taylor

Hiring Manager
Regence
(987) 654-3210
loritaylor@regence.com

Dear Ms. Taylor:

As you can see from my resume, I have seven years of experience fielding complex health insurance queries and driving customer satisfaction. At Washington Health Insurance, I was recognized for my professionalism, patience, and efficiency in high-volume call center environments. I can achieve similar results for your company in the call center representative position.

Regence is highly regarded for its consistent levels of quality service and customer support, which strongly resonates with my professional background. My expertise in delivering exceptional customer service within the health care space would be an asset to your team based on my career accomplishments:

- Fielded inbound phone calls using designated scripts, active listening skills, and extensive product knowledge to solve complex health insurance queries and achieved a 93% satisfaction rate
- Provided facilities, doctors, and members with accurate information regarding effective dates of coverage, claims history, medical benefits, and deductible and copay amounts
- Ensured compliance with Protected Health Information (PHI) and HIPAA regulations

I would like to schedule an interview to tell you more about how my experience supporting customers within the health care industry would benefit your team. You may contact me via phone or email at your convenience. Thank you for your time and consideration.

Best regards,

(Insert Signature Here)

SKYLER THOMPSON