

# Aliya Jackson

Secretary | aliyajackson@youremail.com | (123) 456-7890 | Miami, FL 12345 | [LinkedIn](#)

January 1, 2024

## Pat Martin

Senior Hiring Manager  
Miami Cancer Institute  
(987) 654-3210  
patmartin@miamicancerinstitute.org

Dear Pat Martin:

I'm interested in applying for the medical secretary position with Miami Cancer Institute. During my time with Ormond Beach Oncology Associates, I coordinated with physicians, nurses, and office personnel to enhance patient flow, resulting in a 20% reduction in wait times and a 92% patient satisfaction rating. I can achieve similar results for your organization in this role.

Miami Cancer Institute's reputation for its comprehensive clinical standards is what excites me about this opportunity. Throughout my career as a medical secretary, I've communicated with empathy and compassion while interfacing with patients suffering from debilitating and life-threatening health conditions. I can help your team continue to improve the patient experience based on my previous achievements:

- Fielded phone inquiries for new and existing patients, managed appointment scheduling, conducted new patient orientations, and handled electronic medical records
- Managed physician calendars, resolved scheduling conflicts, interfaced with diverse patient populations, and contributed to an organization-wide 92% patient satisfaction score
- Conducted patient scheduling, registration, and data entry for a medical office with over 250 patients, updated health records, and ensured compliance with HIPAA

I look forward to scheduling an interview to tell you more about how my background as a medical secretary can help further enhance patient-care delivery at Miami Cancer Institute. Feel free to contact me via phone or email for any additional questions you may have on my background. Thank you for your time and consideration.

Sincerely,

*(Insert Signature Here)*

**Aliya Jackson**