

## **Tegan Knights**

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Cody Sharpe  
Senior Hiring Manager  
UnityPoint Health  
(765) 432-1098  
c.sharpe@youreemail.com

Dear Mr. Sharpe,

Last year, I spearheaded a project to overhaul my company's calendar system. This resulted in an 87% reduction in booking errors and cut appointment wastage by 65%. I hope to offer the same assertive leadership and strategic planning as an Office Manager at UnityPoint Health.

I know that you are looking for an experienced individual with the organizational skills to ensure the smooth running of multiple campuses. As a seasoned manager with a 13-year track record for overseeing complex operations, the opportunity to use my skills to help UnityPoint Health provide high-quality health care to my local community is compelling. My recent accomplishments include:

- Negotiating favorable deals with contractors to slash office spending by 43% in 2020 without compromising service quality or efficiency
- Planning and delivering a comprehensive staff development program that increased productivity by 32% in the last fiscal quarter
- Overseeing the operation of reception staff and achieving a 93%+ customer satisfaction rating over three years

I look forward to meeting you at an interview to discuss how I can help your organization meet its operational targets in 2021. Please get in touch to arrange a convenient time.

Sincerely,

Tegan Knights

P.S. I would love to explain why I was singled out for a workplace commendation last month.