

SHAWNA HOUSTON

Operations Manager
123 First Street, Mammoth
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(876) 678-8765

June 10, 2021

Joel Rodgers
Senior Hiring Manager
Patterson Dental
(234) 432-2345
j.rodgers@youremail.com

Dear Mr. Rodgers,

Last year, I spearheaded a project to streamline operational workflows in a chain of dental practices. This resulted in a 43% productivity increase and reduced staffing costs by \$354k per year. I hope to achieve similar results as the Operations Manager at Patterson Dental.

I know that you are looking for an innovative and collaborative individual with the business acumen to maximize operational efficiency. As a diligent operations manager with 2+ years of experience and a proven track record for creating effective processes, I believe that I have the attributes to excel. I am excited to leverage my skills to facilitate your organization's award-winning, patient-centered services.

My recent achievements include:

- Conducting branch performance reviews and making targeted recommendations for improvement, increasing overall patient retention by 34%
- Successfully resolving 99.5% of employee issues and disputes within the designated timeframe
- Maintaining warm and supportive relationships with employees and other departmental managers, assisting them to exceed 76% of agreed goals

Please contact me to arrange a convenient interview time. I look forward to learning more about the role and discussing how my strategic planning skills can help your employees and patients in 2021.

Sincerely,

(Insert Signature Here)

SHAWNA HOUSTON

P.S. I would like to explain how I contributed to a project that boosted the annual turnover by 24% last year.