



Audrey Dillon

Medical Front Office Assistant

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Hiring Manager
Professional Therapy Services, Inc.
Peoria, IL

Dear Hiring Manager,

I am thrilled to apply for the Medical Front Office Assistant position at Professional Therapy Services, Inc., as the role aligns seamlessly with my substantial experience and ongoing commitment towards exceptional patient service in dynamic healthcare environments, serving both patients and clinical staff efficiently with grace.

Throughout my career, I have embraced unique moments that shaped my professional journey—like orchestrating patient schedules while welcoming over fifty individuals each day—ensuring that every interaction conveys empathy alongside professionalism, which I regard as essential for fostering a positive atmosphere in clinics.

At HealthCare Solutions, I executed billing functions with precision, markedly reducing billing discrepancies by a notable fifteen percent through diligent audits and consistent communication with our clinicians, all while nurturing a respectful environment for patients, thus enhancing overall service excellence.

With personal experience filling various administrative roles, including supervising team members and diligently managing patients' needs, I have learned the importance of maintaining organized workflows, and I pride myself on my ability to multitask effectively while ensuring that every detail receives the necessary attention.

I comprehend the multifaceted nature of this role, which entails balancing responsibilities between administrative tasks and interpersonal contact; thus, each day presents an opportunity for improvement, encouraging the growth of personal skills while benefiting the department as a whole, continuously contributing toward higher standards of operation.

I appreciate your consideration.

Thanks,

Audrey Dillon

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