

# Jessica Chen

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CUSTOMER SERVICE REPRESENTATIVE

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Dear Audrey O'Doherty,

I was excited to learn about the customer service initiative focused on patient engagement and personalized care at HealthBridge Medical, as recently highlighted in Healthcare Innovation News. With over five years of experience in the fitness and wellness industry, enhancing client satisfaction and health outcomes, I am enthusiastic about the opportunity to contribute to your team's efforts in elevating patient care.

During my tenure at FitWell Centers, I implemented service strategies that successfully increased membership retention by 25%. My role as a Membership Coordinator involved not only managing customer inquiries with a 95% satisfaction rate but also organizing health and wellness workshops that boosted community engagement. These experiences have equipped me with the essential skills to enhance patient engagement and satisfaction within a healthcare setting.

Prior to that, I was a Customer Service Specialist at Holistic Health Products, where I provided expert advice on health products, significantly improving customer decision-making and satisfaction. My ability to handle up to 100 customer interactions daily, while maintaining detailed records and follow-up actions, underscores my capability to manage high-stakes environments effectively. Furthermore, my bilingual skills in Mandarin and English ensure I can communicate effectively with a diverse patient base.

I am eager to bring my expertise in customer service, health education, and program management to HealthBridge Medical. I am committed to contributing to your innovative projects that aim to redefine patient experiences and care practices. Thank you for considering my application. I look forward to the opportunity to further discuss how I can be a valuable addition to your team.

Respectfully,

Jessica Chen