



# Reagan Bhatia

Customer Service Representative II

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Hiring Manager  
HealthPlus Solutions  
Chicago, IL

Dear Hiring Manager,

I am excited to submit my application for the Customer Service Representative II position at HealthPlus Solutions, where my extensive experience in healthcare customer service, paired with my strong interpersonal communication skills, allows me to contribute meaningfully to your team as we engage with patients and improve their experiences.

At CareConnect Services, I developed the ability to handle a myriad of patient inquiries while ensuring each interaction was positive and supportive. Handling the volume of calls sharpened my skills in using call management software effectively, which I found both challenging and rewarding—a steady heartbeat in the fast-paced healthcare environment.

One notable achievement during my tenure involved collaborating closely with healthcare providers, which resulted in enhanced communication of patient needs. Amid high-pressure situations, I learned to be adaptable and resourceful, sometimes struggling with complex cases, yet I always emerged with better solutions.

My experience at HealthFirst Group allowed me to sharpen my organizational skills while managing sensitive information under strict regulations. Here, I took pride in achieving a 95% patient satisfaction rate through diligent follow-up calls and clear communication.

With my background in healthcare services and commitment to delivering excellence, I am prepared to represent HealthPlus Solutions with professionalism and empathy. I believe strong teamwork fosters an effective service structure, and my dedication to patient concerns drives me forward.

Thank you for considering my application.

Sincerely,

*Reagan Bhatia*

**Reagan Bhatia**