

# Athea Cassanelli

Case Manager

Dear Mischell Fevrier,

I am thrilled to submit my application for the Case Manager role at UnitedHealth Group. The opportunity to contribute to a team that prioritizes innovative healthcare solutions aligns perfectly with my professional aspirations and experience.

With over eight years at Humana, I have honed my skills in managing complex cases, ensuring patient satisfaction, and improving healthcare delivery systems. My background has equipped me with the ability to navigate challenging environments while maintaining a focus on quality and care.

Some key achievements from my previous roles include:

- **Reduced patient wait times by 30%** through process optimization, enhancing overall service delivery at Humana.
- Led a cross-functional team project that resulted in a **25% increase in patient engagement**, improving health outcomes.
- Spearheaded initiatives that improved **customer satisfaction scores by 15%** through personalized care plans and proactive communication.

My expertise extends beyond case management, with strong skills in data analysis and patient advocacy. I hold certifications in healthcare management and have demonstrated leadership in cross-departmental collaboration.

Leadership and community involvement highlights:

- **Certified Case Manager (CCM)**, underscoring my commitment to professional excellence.
- Awarded for outstanding leadership in community health initiatives, driving awareness and engagement.
- Active participant in local health fairs, fostering community relations and promoting wellness education.

UnitedHealth Group's mission to make healthcare more accessible and effective resonates deeply with my values. Their recent advancements in integrating technology to enhance patient care inspire me, as I am eager to contribute to such impactful work and further their goals.

I am enthusiastic about the possibility of joining UnitedHealth Group and would welcome the opportunity to discuss how I can contribute to your team's success.

Warm regards,

To

Mischell Fevrier  
UnitedHealth Group  
185 Asylum Street, Hartford, CT

From

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