

# Noella Kretsinger

Medical Receptionist

Dear Nechama Luffman,

I am thrilled to express my interest in the Medical Receptionist role at Mayo Clinic. The opportunity to contribute to such a prestigious institution renowned for its patient-centered approach is incredibly exciting.

With over five years of experience at Cleveland Clinic, I have honed my skills in managing patient interactions and optimizing office workflows. My background has equipped me with a comprehensive understanding of the healthcare environment, ensuring seamless operations and exceptional patient care.

Some key achievements from my previous roles include:

- Developed an appointment scheduling system that reduced patient wait times by **30%**, enhancing overall satisfaction.
- Led a team initiative to streamline patient check-in processes, resulting in a **15% improvement** in efficiency.
- Spearheaded a project to digitize patient records, improving data retrieval speed by **40%**.

In addition to my operational expertise, I hold a certification in medical administration and possess strong interpersonal skills. My ability to communicate effectively with diverse teams and patients is a significant asset in a fast-paced clinical setting.

Additional qualifications include:

- **Certified Medical Administrative Assistant (CMAA)**, demonstrating my commitment to professional excellence.
- Awarded "Employee of the Month" for exceptional service and leadership in patient care.

Mayo Clinic's dedication to innovative healthcare and its mission to inspire hope aligns perfectly with my professional values. The clinic's recent advancements in patient care resonate with my passion for contributing to a supportive and inclusive healthcare environment.

I am eager to bring my experience and enthusiasm to your team. I look forward to the possibility of discussing how I can contribute to Mayo Clinic's continued success.

Warm regards,

To

Nechama Luffman  
Mayo Clinic  
5777 East Mayo Boulevard,  
Phoenix, AZ

From

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