November 9, 2020

Jessica Brighton

Director of Operations

Healthcare USA National

123 USA Drive

Beachtown, WI 23232

Dear Ms. Brighton:

I am excited about the opportunity to be considered for the Associate Director at the Healthcare USA National. With over 20 years of professional experience ranging from Behavioral Health, Case Management, Compliance and Health Care Quality Improvement, I believe I have the necessary experience and skillset for this position. The combination of my education, experience, and skill set would allow for me to be a great fit for the Associate Director at the Healthcare USA National.

Currently I serve as the Quality Service Review (QSR) Coordinator for the Department of Behavioral Health & Developmental Services (DBHDS). At the heart of this role, I work with a cross section of stakeholders to coordinate a comprehensive infrastructure focused on bridging health equity gaps and improving the quality of community-based health care services. In this role I exercise extensive project management skills as the primary program leader for QSRs as well as managing the scope of the contract between the vendor and internal stakeholders ensuring that deliverables are completed on time. My experience in this role allows for me to bring transferable skills and applied knowledge to operational planning, large-scale projects, procurement processes, and contract management. A major part of this role requires the individual to have experience with data collection and analysis. At DBHDS I have proven ability to utilize data to effectively improvement performance which will be directly transferable for this position at Healthcare USA National.

My background also extends into being a direct practitioner in behavioral health, and substance abuse counseling and programming. Early in my career I have been able to serve as Behavioral Counselor at Cumberland Hospital for Children & Adolescents helping to support individuals who’ve experienced trauma and struggle with their emotional well-being. As Behavioral Counselor I have been able to provide evidence-based modalities and programming that gives individuals the skills to overcome their challenges. I have also served as a Substance Abuse Counselor at Merakey helping individuals who have a chemical dependency for drugs and alcohol. This role has allowed me to work with a diverse population of people providing services to help them overcome their addiction and become self-sufficient. These opportunities provide rich practitioner experience that has allowed me to train, coach, and mentor other professionals. As my career has progressed from direct client experience to serving in a strategic leadership position, I have been able to develop the necessary skills for the Associate Director including communication, relationship development, problem solving, project management and more.

The opportunity to serve as the Associate Director would allow me to leverage 20 years of progressive knowledge, skills, and experience for Healthcare USA National. I hope that you find me as a fit for this opportunity and I look forward to hearing from you soon.

Sincerely,

Andrea Manly