

Rockland Yates, CPCC

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September 15, 2017

Andrew Weitz
Director of HR
Anselm IT
Position Title: [IT Manager]

Dear Mr. Weitz:

Having led 250 staff members to achieve a 300% increase in departmental approval ratings; guided the resolution of numerous large-scale data management challenges; and repeatedly designed successful IT systems that align with the overarching goals of my organization, I am poised to generate significant impacts at Anselm IT.

Across my career, I have enjoyed managing high-performance IT and HIM departments tasked with strategizing, implementing, and supporting Enterprise Systems (ES). I thrive in fast-paced environments that require multi-phased, multi-departmental project management. I have found that success in these arenas requires not only precise development roadmaps but also the analysis and restructuring of existing resources. Unless staff members are positioned according to their strengths, and systems kept to the highest level of currency, new projects are doomed to sub-par performance. Effective innovation requires healthy platforms on which to grow.

My ability to work successfully within this mindset is due partly to my expertise in IT, but also to my proficiency in business. Excellent IT systems are designed to solve real-world challenges, and so they must be analyzed and understood in practical terms before effectual IT work can begin. Great technological leaders, therefore, must have direct experience collaborating with experts in multiple fields. With my progressive work history that began as a team member working with multi-functional colleagues, and grew to a management position leading multiple departments to collaborative excellence, my abilities drive results. For example, I:

- Solved my organization's inability to gather, manage, and analyze systematic client complaints and satisfaction rates. I strategized and led the implementation of a system that enabled data collection, analysis, and reporting across all departments of our 1500-bed medical center.
- Implemented a call center that unified communication channels for the Ministry of Health.
- Collaborated on a new ICU system that resolved ineffective tracking practices for the vast documentation required for every inpatient. I oversaw the implementation of a paperless environment and a system that automatically collects and synthesizes data from multiple machines.

These outcomes required the coordination of a diverse portfolio of skills, including: strategy defining, corporate goal adherence, systems analysis, infrastructure designing, operations optimization, workflow establishment, resource restructuring, change management, technologies replacement, and SLA oversight. Furthermore, as all corporate successes require a coordinated group approach, they also involved the building and leading of results-driven teams. I work to position every staff member under my leadership in a role that capitalizes on his or her skills and strengths. Also, through strong communications, I tie micro goals (individual, departmental) with the overarching goals of my organization. This ensures personal investment in our success as a team and as an organization.

With my experience, expertise, and leadership abilities, I am confident I can contribute to the further success of Anselm IT. Thank you for your time and consideration, and I look forward to hearing from you at 567.678.5849 or R.Yates@gmail.com.

Sincerely,

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