

Jordan Avery

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Hiring Manager
Meridian Health Partners
Austin, Texas

Re: VP, Member Experience Operations

Dear Hiring Manager,

You are looking for someone to own member experience across three sites while modernizing how the work gets done. That is the job I have been doing: I direct a 600-FTE member-services operation with a \$42M budget, and over the last two years cut cost-to-serve 18% through a 14-process automation program while first-contact resolution rose from 68% to 81% - during 22% volume growth.

The VP scope adds what I most want to own: the end-to-end member journey and the executive table where trade-offs get made. My operating rhythm is already built for it - a weekly governance cadence spanning SLA, quality, workforce and escalations, and a delivery record clients renewed against for five straight years at 97% retention.

I would welcome the chance to walk you through the automation roadmap I would bring to Meridian's member operations - what to automate first, what never to automate, and how to protect experience while the cost curve bends.

Yours sincerely,

Jordan Avery