

**Morgan Monroe**  
**September 24, 2018**

Dear Intern of the Year Committee,

Growing up I was always told things like, “follow your dreams” and “do what you love so you never have to work a day in your life”. As a kid though, I never understood that saying because my favorite thing was eating candy and making people smile by telling bad jokes, and that doesn’t make for the most sound career path. But the older I got I realized I could eat all the candy I wanted but I still had the problem of not knowing how to make people smile with my job. Fast forward a few years and I found myself at West Texas A&M. Once here opportunities began to unfold, and I found the path I knew would help me achieve these dreams.

I have had four different internships throughout my time in college from working locally for Panhandle PBS to working for Southwest Airlines, but while each internship has been an invaluable experience I felt the most connected to my passion and hometown when I was working for Blue Cross Blue Shield. The core values and culture of this company keeps its members at the constant forefront of everything they do. In this internship, I was given the opportunity to sit in on high level executive meetings to learn the ins and outs of client implementation, work with a mentor to understand how each step in the implementation process directly effects the member in how they receive their care such as access to medicine and doctors, and even meet leaders in the company that showed me the vision and passion for the people involved in this company. This was a great learning experience for me but the most impactful part was when I was elected Team Captain for the intern innovation challenge. This challenge was meant to help bring mental health awareness to students in high school and college and had 8 teams competing. I took the challenge by the reigns and poured all my heart

and energy into this, I was able to collaborate with my team to utilize a system of mental health tests in place coupled with an app. This app would be placed into the school systems and help catch students falling through the cracks thus lowering the rates of college suicides and drop outs. After weeks of hard work my project was approved and I was able to meet the Vice President of Innovation and present this plan to him as a potential project for implementation.

After this project was finished, the Vice President of my department came down and asked if anyone was able to help give him information on healthcare limitations for rural communities in Texas to send him an email with what we knew. Growing up in the Panhandle gave me a boost in this area compared to my fellow interns who grew up in the DFW area. I was able to rely on the knowledge of the communities in the Panhandle and provide him with information relating to this. I created a powerpoint and sent it to him directly on order to help paint the picture of how different life is out here in the Texas Panhandle and why it's an area of Texas in desperate need for a different kind of approach in the world of medicine and healthcare.

This company gave me the opportunity to give back to people and follow my dreams while being an intern. I have never felt more called to a job than through this, I was given the opportunity to find my calling in a short three months. Knowing I was able to use my knowledge of the communities in West Texas, and the knowledge of mental health to help grow the care of people even as an intern was something I will never forget. I hope to continue getting to follow my dreams and return back to Blue Cross Blue Shield once I graduate so that I can once again make a difference in the lives of the people of Texas. Thank you for your time and consideration,

Sincerely,

Morgan Monroe

Steve Sellars  
Experiential Education Coordinator  
West Texas A&M University  
P. O. Box 60728  
Canyon, TX 79016

Dear Mr. Steve Sellers,

I have had the privilege of having Morgan in my class for two semesters and three courses now. I have seen Morgan's work ethic and dedication to her school and future career in the work she has put forth in class. She has not only gone to school full time, but has held multiple internships and worked jobs during her time in college. She is driven and dedicated, but keeps a positive attitude in everything she does.

In my time teaching Morgan I have seen her struggle with personal health issues but still work to give her best in class. She is upfront and honest, and understands the importance of taking life as it comes and staying happy through it all. Morgan has been an outstanding student of mine, giving one of the classes best consulting project presentations last year in my Training and Development course. Additionally, I have watched her improve upon her public speaking skills, develop her professional skills, and grow in her interpersonal skills through other courses she has been in with me. I have no doubt Morgan has utilized these skills in her work as an intern for Blue Cross Blue Shield.

Morgan currently works for the Office of the President, is a member of the Communication National Honor Society, and dedicates time to as a community service volunteer to organizations with her church. She has held leadership roles throughout

college, such as being on the Zeta Tau Alpha Executive Board, and taking on leadership positions within her work and internship experiences. She works with a local church to put on retreats for teens and goes on mission trips with the Word at Work to help the less fortunate in Belize. She is honest and respectful in all our classes, brings a fun attitude even in the morning classes she takes. I can see the dedication and drive in Morgan to succeed in all she does and I am happy to support her in this endeavor of being the 2018 Intern of the Year nominee.

Best Regards,

Connie McKee

September 27, 2018

Dear Mr. Steve Sellars,

I had the opportunity to meet and work with Morgan Monroe this summer when she interned for BlueCross BlueShield as an Intern Associate. BCBS' 2018 Summer Program brought Morgan into the Sales Delivery Group team where she worked with various members of the department learning different roles involved in Large Group account implementation and overall installation of clients.

At the beginning of the internship, Morgan and I completed an exercise to set 3 SMART Goals to be accomplished by the end of the internship. Her goals were: utilize resources and network with key leaders of the department, learn the implementation process, and learn the account structure process for onboarding new clients. These tasks were not something that could be learned quickly, but Morgan was able to ask questions and engage with her full-time peers to accomplish her goals. Morgan made great contributions during the internship.

Morgan's daily tasks involved using Salesforce to track the internal process of the account implementation process and reached out to various operational partners, to ensure they completed their work timely and seamlessly to our customers. Morgan worked with and shadowed her mentor and learned the client facing side of our process. Morgan was able to take part in high-level meetings with JCPenney and saw firsthand how the business is run and the process of bringing on a client. If there was no work to be done, she would go seek out other members of the department in order to assist them with their work and expand her knowledge of the department. On top of Morgan's daily duties, she took it upon herself to volunteer for events, set up meetings with leaders and coworkers to network, and take on the

role as the Team Captain for the Intern Innovation Challenge. She focused primarily on her daily duties, additional projects and research with a fellow intern on the Social Determinants of Health. The research conducted was shared with the Divisional Senior President of Operations.

By the end of her internship, Morgan was able to present three final presentations to the leadership team: Qualities of a Leader, Account Structures for Implementation, and the Innovation Challenge Idea. The team of leaders and I saw this pitch and were impressed, I encouraged Morgan and her teammate to share the presentation with the Vice President of Innovation and they were able to share the value of the idea for the company.

Morgan showed courage and leadership in her ability to engage with C-Suite level executives of the company. She used her communication skills and was inclusive of peers and coworkers. Her hard-working attitude and positive personality shined through here at BlueCross BlueShield.

Sincerely,

A handwritten signature in black ink that reads "Karen Lewis". The signature is written in a cursive, slightly slanted style.

Karen Lewis