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| Name: | Kayla Roberts |
| Phone: | (843) 816-4160 |
| Email: | kaylaroberts13@outlook.com |
| Location: | US-NC-Charlotte-28207 () |
| Last Modified: | 11/7/2019 11:23:31 AM |

 Work History

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| Company Name: | C3I Solutions | 07/01/2018 - Present |
| Job Title: | Registered Nurse | |
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| Company Name: | Wayne Memorial Hospital | 11/01/2016 - 07/01/2018 |
| Job Title: | Registered Nurse (ER/PCU) | |
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| Company Name: | Coastal Carolina Hospital | 05/01/2017 - 05/31/2018 |
| Job Title: | Registered Nurse | |
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| Company Name: | Friendly's Family Restaurant | 07/01/2016 - 11/30/2016 |
| Job Title: | Server | |
|  | | |
| Company Name: | Tumblin' Tots Daycare | 07/01/2015 - 07/01/2016 |
| Job Title: | Toddler Teaching Assistant | |
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| Company Name: | McDonnell's Family Restaurant | 08/01/2010 - 06/30/2015 |
| Job Title: | Lead Waitress/Hostess | |
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 Education

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| School: | Chamberlain College of Nursing Online Campus | Graduation Date: |  |
| Major: |  | | |
| Degree: | Bachelor's Degree | | |
| School: | Pennsylvania State University Dunmore - Dunmore, PA | Graduation Date: |  |
| Major: |  | | |
| Degree: | Associate Degree | | |
| School: |  | Graduation Date: |  |
| Major: |  | | |
| Degree: | None | | |

 Additional Skills And Qualifications

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| Recent Job Title: | null | Recent Wage: | 0 per |
| Security Clearance: | No |  |  |

 Desired Position

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| Desired Wage: | per | Desired Employment Type: |  |
| Desired Travel: |  | Desired commute: |  |
| Desired Relocation: | No | |  |

 Resume

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| KAYLA ROBERTS  Charlotte, NC 28203  kaylaroberts13@outlook.com  (843) 816-4160  Registered nurse seeking a position to utilize my skills, contribute as a team member, and further develop my professional and leadership skills as a nurse. I have a willingness to learn and a drive to help others in different areas of the medical field. I am dedicated to obtain any and all goals set forth.     WORK EXPERIENCE  Registered Nurse  C3I Solutions - Kings Mountain, NC July 2018 to Present  \* Confers with internal and/or external customers in order to provide information about products and/or services such as processing customer requests, orders, cancel accounts or obtain details of complaints over the phone, by email, live chat, social media or other method of communication. \* Resolves customer questions and concerns effectively and efficiently by actively listening, communicating clearly and concisely, and assuring customer understanding. \* Ensures customer satisfaction and loyalty by consulting with customers, assisting customers, and resolving a wide variety of customer requests, inquiries, and complaints. \* Assists with product or service related tasks and activities, which may include order processing, invoicing, researching accounts, order history, handling returns, client program policies and opening new accounts. \* Keeps records of customer interactions and transactions, recording details of inquiries, complaints, comments and actions taken. \* Builds and maintain business relationship with clients by providing prompt and accurate service so as to promote customer loyalty for the client. \* Documents Adverse Events and Quality Complaints. \* Obtains and examines all relevant information to assess validity of complaints and to determine possible causes. May make outbound calls related to the product or service, and/or in follow-up to a customer inquiry. \* Completed User Agreement Testing (UAT) training \* Assisted in conducting interviews for potential new hires  Registered Nurse (ER/PCU)  Wayne Memorial Hospital - Honesdale, PA November 2016 to July 2018  Care for patients with various medical conditions, including pre- and post-operative patients and those in need of emergency medical care \* Conduct physical assessments, including heart and lung functioning \* Manage medication administration through all routes, oral, central line, intravenous, intramuscular, subcutaneous, and peg-tube, including handling of high-risk drips such as heparin \* Maintain accurate patient records in accordance with HIPAA regulations \* Collaborate with physicians as needed to assist in treatment plans, as well as other members of the interdisciplinary team to provide satisfactory patient care     Registered Nurse (Med-surg)  Coastal Carolina Hospital - Hardeeville, SC May 2017 to May 2018  In addition to roles listed above, duties at this company included: \* Taking over charge nurse responsibilities as needed \* Performing root cause analyses and chart audits as requested by director \* Floating to ER to assist with the care of patients \* Worked with Case Management closely to familiarize myself with discharge planning \* Precepted new staff nurses and student nurses throughout their clinical rotations  Server  Friendly's Family Restaurant - Dunmore, PA July 2016 to November 2016  Further developed customer service skills, mentored new staff members  Toddler Teaching Assistant  Tumblin' Tots Daycare - Vandling, PA July 2015 to July 2016  Provided a learning environment for children, educated children, communicated with parents and colleagues, instructed children in health and personal habits, maintained a clean and safe environment  Lead Waitress/Hostess  McDonnell's Family Restaurant - Carbondale, PA August 2010 to June 2015  Provided prompt, efficient, and friendly customer service, completed inventory and ordering of restaurant supplies, managed all staff members when owners were away or unavailable, trained new staff, prepared staff schedules \* Hostess duties included: Managed staff, assisted servers, and completed financial records at end of shift     EDUCATION  Bachelor of Science in Nursing  Chamberlain College of Nursing Online Campus July 2017 to September 2018  Associate of Science in Nursing  The Pennsylvania State University Dunmore - Dunmore, PA August 2013 to October 2016     NURSING LICENSES  RN  Expires: April 2020     State: PA  RN  Expires: November 2020 State: NC     CERTIFICATIONS AND LICENSES  BLS/CPR  April 2019 to April 2021  ACLS  January 2018 to January 2020  PALS  May 2019 to May 2021 |