Barbara Reeves

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BSN, RN

North Charleston, South Carolina, United States Hospital & Health Care

Previous positions

Educational Solutions Designer at Blackbaud

Customer Support Analyst at Blackbaud

Education

Medical University of South Carolina, Bachelor’s Degree, Registered Nursing/Registered Nurse

Background

Experience

RN in Cardiac Intermediate Care

Roper St. Francis

July 2015 – Present(4 years 4 months)Charleston, SC

In my role as a Registered Nurse on the Cardiac Intermediate Unit, I:

◦ Provide quality direct care to patients on cardiac telemetry

◦ Perform and document assessments of each of my patients in the EMR (experience with Cerner, McKesson, and Epic)

◦ Monitor vitals signs and lab values, notifying physicians when pertinent

◦ Safely administer medications

◦ Maintain HIPAA compliance

◦ Provide personalized education to patients on topics including congestive heart failure, diabetes management, pre-procedure information, and post-procedure instructions

◦ Initiate peripheral IVs, maintain peripheral IVs and central lines, perform venipuncture and capillary puncture for blood draws

◦ Perform wound care and dressing changes

◦ Place and maintain indwelling catheters

◦ Perform EKGs

◦ Prepare patients for procedures, including cardiac catheterizations, pacemaker insertions, and coronary artery bypass grafts

◦ Pull arterial sheaths and remove radial artery compression devices post cardiac catheterization (TR Band®)

◦ Titrate cardiac drips including nitroglycerine, heparin, amiodarone, dopamine, dobutamine, and milrinone

◦ Administer blood products

◦ Assist physicians with bedside procedures including cardioversions and thoracenteses

◦ Step patients down from the ICU

◦ Coordinate with case management to ensure a safe discharge plan for each patient

In my role as Charge Nurse, I:

◦ Coordinate with nursing supervisor to ensure the shift is appropriately staffed

◦ Participate in the hospital-wide safety huddle conference call each morning

◦ Manage the flow of admissions and discharges on the unit

◦ Work collaboratively with nurses and Patient Care Techs (PCTs) to maintain patient safety

Educational Solutions Designer

Blackbaud

November 2008 – December 2013(5 years 1 month)Charleston, SC

• Develop standard Blackbaud CRM courseware for Blackbaud’s Educational Consultants to use in end-user training

• Collaborate with Educational Consultants to ensure the content and flow of the Blackbaud CRM courseware is effective supplemental material for their trainings

• Design and develop custom Blackbaud CRM courseware for Enterprise customers

• Collaborate with Business Process Consultants, Engagement Managers, and Subject Matter Experts while creating custom courseware for Enterprise customers

• Interpret customer design documents to determine the specific processes and procedures to incorporate into custom courseware

• Facilitate Blackbaud CRM end-user trainings for Enterprise customers

Customer Support Analyst

Blackbaud

August 2006 – November 2008(2 years 3 months)Charleston, SC

• Provided quality support for Blackbaud clients using Student Billing, Admissions Office, Registrar’s Office, NetClassroom, Faculty Access for the Web, and Retail Management Systems

• Earned promotion to Support Specialist in December 2007 by completing procedural, Knowledgebase, and product knowledge tests

• Met or exceeded performance objectives such as Percent of cases resolved in the first contact, Percent of cases resolved in two days, Percent of cases contacted every two days, etc., on a consistent basis

• Designed and conducted a class to peers on the Tuition Management Services function in Student Billing

• Served as an escalation point on my team for unhappy clients

• Assisted team members with cases when they needed help providing clients with a timely resolution

• Collaborated with Microsoft representatives to assist clients working with Retail Management Systems

• Created over two hundred fifty Knowledgebase solutions, which makes troubleshooting more efficient for clients and analysts

Americorps Vista

Greenville Literacy Association

July 2005 – July 2006(1 year)Greenville, SC

• Planned lessons for and taught English as a Second Language, Basic Computer Skills, and Reading classes to adult students

• Facilitated the use of several educational software packages such as The Rosetta Stone, Learning 100, and Pre-GED

• Requested and received donations from many local businesses for agency events

• Recruited students and volunteer tutors

Bank Teller

BB&T

2001 – 2002Greenville, SC

• Assisted customers in cashing checks, depositing and withdrawing funds, making payments on loans and credit cards, as well as other bank transactions.

Education

Medical University of South Carolina

Bachelor’s Degree, Registered Nursing/Registered Nurse

2014 – 2015

Major: Bachelor of Science in Nursing

Dean’s list (GPA 3.5+): 4 semesters

Member of Sigma Theta Tau Honor Society of Nursing

SC Nurses Foundation: Nurses Care Scholarship Recipient

Lettie Pate Whitehead Foundation Scholarship Recipient

Clemson University

Bachelor of Arts (BA), Psychology

2001 – 2005

Clemson University

Major: Psychology

Minor: Communications with an emphasis in Advertising

Honors: Magna Cum Laude

President’s list (GPA 4.0): 4 semesters

Dean’s list (GPA 3.5+): 4 semesters

Life Scholarship Recipient: 8 semesters

National Society of Collegiate Scholarship

Languages

English

Skills & Expertise

Training

Enterprise Software

CRM

Blackbaud Student Billing

Customer Support

Project Management

Instructional Design

Courseware Development

Blackbaud CRM

Blackbaud Education Edge

Education Software

Training Delivery

Certifications

Registered Nursing License

South Carolina Department of Labor, Licensing, and Regulation, License 229942

May 2015 – April 2016

Basic Life Support

American Heart Association, License

November 2013 – November 2015

Advanced Life Support

American Heart Association, License

January 2015 – January 2017

Pediatric Advanced Life Support

American Heart Association, License

January 2015 – January 2017