Laura Watson

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RN, BSN, SANE

St Louis, Missouri, United StatesHospital & Health Care

Previous positions

Corporate Trainer at Hooters of America

Head Bartender at Hooters of America

Education

Southwestern Illinois College, ,

Background

Summary

I have the desire and drive to pursue excellence in my nursing career. Because of my Bachelor of Science in Psychology along with my Bachelor of Science in Nursing I feel I am better equipped to look at a client as the whole person, and not just a medical case. Clients can come from diverse socioeconomic situations, have special mental needs, or simply need an advocate.

I currently work at a fast paced level three trauma center which is also stroke and heart attack certified.

Thank you for giving my resume careful consideration. I am eager to meet with you to discuss the possibility of developing a working relationship.

Experience

Staff Nurse

SSM Health Care

January 2012 – Present(8 years)Missouri

Emergency department nurse.

Corporate Trainer

Hooters of America

November 2006 – July 2012(5 years 8 months)

Instructed newly hired employees in the company's policies and procedures to establish expected outcomes related to attitude, demeanor, and presentation of self and product

Lead extended education classrooms on proper etiquette and communication skills related to guest fulfillment

Attended sales maximizing workshops designed to better company sales and customer satisfaction

Gained valuable teaching and delegating experience as the leader of each 8 to 15 hour shift

Head Bartender

Hooters of America

November 2006 – July 2012(5 years 8 months)

Completed comprehensive classroom on appropriate sale and service of alcoholic beverages to ensure guest safety

Attended workshops designed to improve knowledge of alcoholic drinks, how to satisfy guests while preparing fare, and guest retention

Expanded experience interacting with diverse populations under the pressure of a multi-million dollar company

Consumer Consultant and Returns Coordinator

Home Depot

March 2006 – November 2006(8 months)

Aided clients in correct purchase decisions using knowledge acquired through comprehensive training classes on customer satisfaction

Used interpersonal communication to diffuse potential client dilemmas related to incorrect or defective purchases

Attended further education classes associated with loss prevention

Education

Southwestern Illinois College

Southwestern Illinois College

Nova Southeastern University

Nova Southeastern University

Gibault Catholic High School

High School Diploma

Southern Illinois University

Bachelor of Science, Nursing

Southern Illinois University

Bachelor of Science, Psychology

Skills & Expertise

Customer Satisfaction

Leadership

Healthcare