Jenna Salvadalena

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Registered Nurse at Advocate Sherman Hospital

Crystal Lake, Illinois, United States Hospital & Health Care

Previous positions

Emergency Room Technician at Advocate Sherman Hospital

Patient Care Technician - Float Pool at Advocate Condell Medical Center

Education

Saint Anthony College of Nursing, Bachelor of Science in Nursing, Registered Nursing/Registered Nurse

Background

Experiences

Registered Nurse Emergency Department

Advocate Sherman Hospital

February 2018 – Present (1 year 11 months) Emergency Department

Start date 2/27/18

Emergency Room Technician

Advocate Sherman Hospital

July 2015 – February 2018(2 years 7 months)Elgin, Illinois

Patient Care Technician - Float Pool

Advocate Condell Medical Center

November 2013 – July 2015(1 year 8 months)libertyville, illinois

-Managing the ability to float to all different departments of the hospital (from the ER, Oncology/Renal, Neuro, and Cardiovascular floors) and understand the different procedures and precautions necessary for caring for the specific patient

-Monitor patients’ vital signs, measure daily intake and output, weigh the patient when needed and chart the information accurately

-Assist patients with daily living activities that include: bathing, dressing, grooming, meals, and ambulation with or without assistive devices, toileting and range of motion exercises

-Sit primarily one on one or (with multiple) high-risk patients who may be deemed harmful to themselves or others, included but not limited to patients on suicide precautions, drug/alcohol withdrawal, dementia or post operation

-De-escalate and calmly redirect the patient if they become agitated or upset

Wholesale Dealer Financial Services Representative

American Honda Finance Corporation

April 2009 – July 2015(6 years 3 months)

Communicate directly with customers to aid with payment deferrals and extensions, forward the case to

the appropriate supervisor and provide the customer with legally compliant paperwork

-Manage and monitor total loss accounts by communicating with insurance, gap, dealerships and warranty

companies to file and retrieve necessary documents to expedite a resolution

-Collaborate with third parties by providing the best possible option following a death of customer:

voluntary/involuntary repossessions, transfer of equity or lease assumptions

-Document and input incoming contracts while auditing attached paperwork in an expedited manner and

maintain a low to non-existent error rate

-Administer five spontaneous daily audits on accounts funded to ensure compliance with the state and

company procedures

Customer Accounts

Bridge Personnel

September 2008 – April 2009(7 months)

Customer Service Support and Early Collections

-Contact customers using Lyricall to resolve delinquency, establish arrangements and prevent further

account issues

-Skip trace customers account through Searchbug, Accurint and People Search to dimish the bad number

queue

-Identify the customers’ accounts when parking tickets, registration forms and personal property taxes are

received and forward in a timely manner

Key Holder

The Vitamin Shoppe

July 2007 – January 2008(6 months)

Key holder/Health Enthusiast

-Prepare the store for opening or close by executing cash management operations (with safe and registers)

and conduct daily sales meetings with associates

-Organize weekly inventory shipments for placement on the sales floor (strategy based on maximum time

efficiency and error reduction) in order for the product to be readily available to meet the customers’ needs

-Utilize training, Health Notes, previous knowledge and product reviews to cater to the customer’s specific

dietary needs along with educating them about the product to ensure a good relationship and the spread of

knowledge

-Uphold the Vitamin Shoppe Brand Promise and DSHEA goals by continuous online training, daily sales

meetings and independent learning both in and outside of work

-Conceptualize a common goal/strategy with my associates to meet and surpass the daily sales plan

requirements

Affiliations and Honors

Vice President

Delta Phi Epsilon Sorority

October 2005 – January 2008(2 years 3 months)

(Member at Large), New Member Educator and Social Chair

-Head of Standards Board (governing board within the sorority) organize meetings for problem solving

issues, which arise and reinforce positive behavior

-Maintain business conduct and order throughout weekly chapter meetings to ensure all topics are

reviewed, fully discussed and voted upon

-Manage public relations with other sororities and fraternities on campus by planning social events,

volunteer opportunities and collaborating to increase student involvement on campus

-Educate new members on the importance of the sorority and it's founding history as well risk management

policies

-Accomplish chapter goals and meet deadlines with other members of the Leadership Team to benefit the

sorority

-Distribute paperwork and checks to National Headquarters in a timely manner

Education

Saint Anthony College of Nursing

Bachelor of Science in Nursing, Registered Nursing/Registered Nurse

2016 – 2017

Saint Anthony College of Nursing

Starting Spring of 2016

McHenry County College

Certified Nursing Assistant, nursing

2013 – 2015

McHenry County College

Certified Nursing Assistant

University of Illinois at Chicago

Bachelor of Science (B.S.), Psychology

2004 – 2008

University of Illinois at Chicago

Harry D. Jacobs High School

Diploma; Associate Degree; Bachelor’s Degree, Spanish, Sociology; Psychology, Spanish; Psychology

2000 – 2004

Elgin Community College

Pre-Nursing Studies

Elgin Community College

Skills & Expertise

Cpr Certified

Training

Leadership

Sales

Lotus Notes

Dell Computers

Automobile

OS X

Telephone Skills

Microsoft Excel

Call Centers

Automotive

Microsoft Office

Collections

Customer Service

PowerPoint

Customer Satisfaction

Retail

Management

Risk Management

Spanish-English

PeopleSoft

Process Improvement

Customer Experience

Data Entry

Inventory Management

Mac OS X

Microsoft Word

Call Center

Typing

Customer Retention

Certifications

Healthcare Provider CPR & AED Certified

American Heart Association, License TC ID# IL 01933

July 2017 – July 2019

Registered Nurse

Illinois Department of Public Health (IDPH), License Upon request

March 2018 – March 2020

ENPC

Emergency Nurses Association, License

November 2018 – November 2022

TNCC

Emergency Nurses Association, License

December 2018 – December 2022

Emergency Communication Registered Nurse

Illinois Department of Public Health (IDPH), License

November 2019 – November 2023