Miranda Gerads

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Registered Nurse at Avera McKennan Hospital & University Health Center

Sioux Falls, South Dakota, United States Medical Practice

Previous positions

Patient Care Technician at Avera McKennan Hospital & University Health Center

Care Assistant at Avera Prince of Peace

Education

South Dakota State University, Bachelor of Science in Nursing - BSN, Registered Nursing/Registered Nurse

Background

Experience

Registered Nurse

Avera McKennan Hospital & University Health Center

September 2019 – Present(4 months)

Patient Care Technician

Avera McKennan Hospital & University Health Center

January 2019 – September 2019(8 months)Sioux Falls, South Dakota Area

Care Assistant

Avera Prince of Peace

May 2017 – September 2019(2 years 4 months)

Certified nursing assistant and medication aide in the long term care department.

Customer Service Representative

Five Star Call Centers

May 2016 – May 2017(1 year)Sioux Falls, South Dakota Area

-Utilized company policies and ideals to better assess customer needs

-Resolved customer concerns using experience and different resources

-Assisted new hires by mentoring them to enable problem solving, understanding and navigating various resources, and providing accurate customer care

-Collaborated with team for second opinions, guidance, and providing advice to associates

Education

South Dakota State University

Bachelor of Science in Nursing - BSN, Registered Nursing/Registered Nurse

2016 – 2019

South Dakota State University

Minoring in gerontology and health sciences.

Creighton University

2015 – 2016

Creighton University

O'Gorman High School

2011 – 2015

Skills & Expertise

Healthcare

Customer Service