**TIFFANY MARIE BURRIS**

507 South Canal Street, Newton Falls, Ohio 44444

330-360-7214

tburris@kent.edu

Compassionate Intensive Care Registered Nurse with over five years experience in a level one trauma center and over five years experience in management and customer service/sales. Patient oriented with organized and proactive nature. Excellent at handling difficult situations and at effective time management. Goal oriented with exceptional critical thinking skills and conflict management solutions.

**WORK EXPERIENCE**

**Manager**

02/2004 to 09/2005

McDonald’s

Warren, Ohio

* Ensured top quality service provision via consistent supervision of team members
* Oversaw activities in the kitchen to ensure top quality foods are prepared
* Scheduled, trained, and hired personnel for food service
* Oversaw complete cleanliness and tidiness of the outlet
* Quickly resolved any complaint or issue related to food quality
* Ensured there was adequate stock of supplies and also consistently maintained inventory
* Managed cash registers professionally and accurately
* Made information available to customers regarding new items and up-sells
* Maintained excellent written and verbal communication with executives, employees, and clients.

**Chief Consultant in Children’s Department**

09/2005 to 07/2007

Borders Books, Music, and Cafe

Niles, Ohio

* Provided ongoing customer service for a corporate book store
* Specialized in overseeing the children’s department
* Organized weekly activities for the children
* Maintained a clean and orderly department
* Managed weekly department meetings
* Provided leadership and support for assistants within the children’s department

**Customer Service Specialist**

06/2007 to 12/2007

West Corporation

Niles, Ohio

* Provided excellent customer service in an inbound call center
* Provided wireless customers with advice in selecting new wireless handsets
* Showed vast knowledge of products currently provided and products to be released
* Demonstrated an outstanding ability to answer all customer questions regarding their wireless service

**Neuroscience Intensive Care Unit Registered Nurse**

10/2014 to Present

Cleveland Clinic Akron General

Akron, Ohio

* Demonstrates extensive knowledge of multiple disease states and the various medications and products used to treat them
* Performs full assessments and provided total patient care for 1-2 patients in the Intensive Care Unit
* Collaborates with physicians and other medical staff to develop an integrated and holistic patient Plan of Care in alignment with patient and family needs
* Administers and titrates medications via various routes and monitored patient for adverse effects
* Performs as a first responder to Code Blues, Stroke teams, and Rapid Responses throughout the hospital
* Educates patients and families in areas of medication, safety, prevention, and symptom management
* Certified in BLS, ACLS, NIHSS, and TCAR. Leads and assists in codes and Level 1 trauma admissions
* Possesses advanced organizational, interpersonal, and critical thinking skills

**Intensive Care Unit Registered Nurse**

July 2020-present

Bon Secours Mercy Health

Boardman, Ohio

* Responsible for the care of one to two critically ill patients with multiorgan dysfunction, head traumas, post-operative surgical patients, diabetic ketoacidosis patients on insulin drips with hourly blood glucose testing, septic patients with multiple titratable drips for blood pressure management
* Caring for COVID-19 positive patients requiring ventilators, paralytics, sedation, pronation, and pain management
* Practicing exemplary hand hygiene and safe practices during a pandemic

**SKILLS**

Effective communication skills - 10+ years

Excellent time management skills - 10+ years

Achieving client/patient satisfaction - 10+ years

Invaluable leadership skills - 5 years

**EDUCATION**

**Kent State University**

Baccalaureate’s

Nursing

Warren, Ohio

2011 to 2014

**LaBrae High School**

High school

Honor’s Diploma

Leavittsburg, Ohio

2001 to 2004

References available upon request