

# Michelle Webb

## **Tech savvy BSN Registered Nurse**

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I am a BSN prepared nurse with a passion for patient education and enjoy using technology to help promote healthier communities. Before I became a nurse, I made use of my time away from formal employment (college, volunteering, part-time temp jobs, etc.). I am looking forward to applying the wisdom I have gained from all of my experiences to connect with and assist patients to live their best lives from wherever they are and the telehealth modality can help me achieve a better work/life balance than commuting far from home.

Authorized to work in the US for any employer

## Work Experience

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### **Registered Nurse, Labor and Delivery**

Tenet Healthcare - Palm Springs, CA

December 2018 to Present

Completed a New Grad training program in the Perinatal Department, which includes Labor and Delivery, Postpartum, OR, Triage and Antepartum. I am BLS, ACLS and NRP certified as well. This job is fast-paced and involves high level critical thinking, efficient decision making and the ability to bond with and educate patients quickly and effectively. I quickly became a leader of my new grad group and have propelled myself into being an effective healthcare team member who encourages the use of modern technology to enhance patient care. I frequently assist fellow nurses with various forms of technology used to work with patients, particularly with those who speak various languages and require translation tools. I use multiple charting programs at work, and my schooling was a hybrid program, which relied heavily on technology to work on my degree from home during all self-directed learning time. I am highly organized, a clear communicator and have years of telephone and office/tech skills to offer a telehealth employer.

### **Retail Merchandiser**

Driveline Retail - Taylorville, IL

2011 to 2012

Drove to a variety of retail stores in California and Arizona where I was responsible for routine maintenance of the greeting card departments in several retail stores assigned, including ordering, restocking, straightening and organizing product and displays. Also inflatable departments, automobile products, pet products, personal care products, laundry and home care products and prepaid cards and phones. This is a physically demanding job that can require a high level of labor and energy. Also includes working in back stockrooms with limited lighting and less than ideal conditions and conducting backroom/storewide inventories as required. Also responsible for building creative displays in retail accounts using appropriate point-of-sale materials that are visible, priced correctly and restocked and rotated in accordance with Company standards. Conducted audits on product pricing,

placement and turnover on an ongoing basis. Followed up on requests and commitments to the retailer. Arrange for shipment and returns of necessary products and equipment. Assisted Sales Account Managers on floor resets, product rotation and identifying sales opportunities. Minimize product damage and breakage and communicate product issues to Sales Account Managers. Merchandised shelf area (shelf strips, price stickers, etc.) and stock products on shelves to maintain full inventory. Installed point-of-sale in the most visible and dominant locations in retail accounts. Performed work tasks safely, and contribute to overall safe work environment. Provided a personal contact between retail store management and merchandising companies to facilitate corporate loyalty and high sales level using excellent communication and customer service skills. Established and maintained a professional rapport with all other retail personnel, based on trustworthiness, respect, communication and a high level of customer service.

### **Enumerator**

U.S. Census Bureau - Blythe, CA  
2010 to 2010

2010

Assigned to work with homeless people in community and incarcerated citizens in two local prisons. This involved an overnight search for any homeless and/or displaced persons while leading a team of enumerators and a local facilitator. Also led team during prison enumeration, which involved meetings with prison administrators. This process was facilitated by relationships forged during my previous employment at one prison facility. Also worked on regular out of area enumerations to locate homes in rural areas of region. Planned work by reviewing assignment area to determine organization of neighborhoods and locate households for conducting interviews. Conducted interviews with residents in assigned areas by following stringent guidelines and confidentiality laws. Explained the purpose of the census interview, answered residents' questions, elicited information following a script, and recorded census data on forms. Assessed quality control levels on selected addresses, determined which samples passed or failed, and maintained records for quality control verification. Complied with accuracy standards while maintaining high production rates. Maintained records of hours worked, units produced, miles driven, quality control results, and expenses incurred in the performance of duties. Met daily with supervisor to review and submit work, and receive additional instructions.

### **Supplemental Education Services Tutor**

Arriba! Education - Lancaster, CA  
2009 to 2010

Provided a wide range of educational services to a variety of school-age children while adhering to strict standards to provide a learning environment that would ensure their academic success.

Utilized small group instruction to foster teamwork and to create a dynamic learning environment for the students. Services ranged from one-on-one personal tutoring to SAT I preparation classes that helped students develop successful skills and strategies for test taking. Assisted children in learning to apply skills that built confidence, preparedness, and familiarity with a testing situation. Supported several students with learning disabilities and had an overall remarkable success rate. Was requested and recommended by families of previous students and had the most referrals for services during school district meetings and provider fairs. Responsible for the pre-testing, assessment process and final testing for each child. Also scheduled and tracked each child's tutoring hours as required by government program guidelines and completed all paperwork necessary to file for company and school district policies. Communicated with parents, school personnel and other professionals to ensure student participation and school success while maintaining student confidentiality by providing regular reports and feedback and keeping open dialogue.

### **Realtor**

Self-employed - Blythe, CA  
2006 to 2010

Prospected for clients in a number of ways, including cold calling, canvassing, bulk mailing, through business contacts, sitting open houses, taking floor time, handing out lots of business cards, working the internet, and more. Toured new listings, previewed homes, educated myself and kept informed on current market dynamics, as well as real estate related laws and issues, through real estate training courses and formal course work. Also complete continuing education requirements as necessary. Provided market evaluations on homes and listing presentations to prospective home sellers. Showed homes to prospective home buyers. Prepared contracts for purchase and presented offers for buyers and sellers. Followed up on contracts, worked with mortgage brokers and lenders, appraisers, home inspectors, home warranty companies, and attorneys. Attended closings and related appointments with clients. Most importantly, provided excellent client service and developed relationships with clients and other real estate professionals to facilitate real estate transactions.

### **Office Assistant**

Ironwood State Prison - Blythe, CA  
2003 to 2006

Started in records department, maintaining confidential inmate files, fielding phone calls to appropriate person and answered public information requests. Processed holds, warrants and out of facility trips for inmates with other governmental agencies and operated CI&I database program to keep criminal records nationwide updated. Also registered sex, arson and narcotic offenders with appropriate agencies and contact victims when inmates were released. Highly stressful

environment that involved high levels of confidential information to protect while interacting with other prison employees, administrators and the public. Promoted to the training office, where supervision of six inmate workers involved timekeeping of their hours, hiring and managing of inmate workers and resolving workplace issues. Also assisted new staff with the probationary educational requirements and paperwork that needed completion and assisted officers with all Apprenticeship paperwork. Fielded multi-lined phone system and was the main question-and-answer worker in the office, providing quality information and customer service as directed or needed in a professional manner, even when dealing with hostile persons. Assisted with classroom preparation, completed all office tasks and ran all necessary office equipment. Developed relationships with other employees and administrators to ensure smooth workflow and participated in office interviews for new employees. Reviewed and analyzed correspondence (email and regular) to prepare a response or direct to appropriate staff for response. Maintained all office records, including all employee education records and confidential training documents. Prepared reports and enter data from various source documents. Inventoried, maintained and ordered office supplies as necessary. Processed incoming and outgoing mail for appropriate routing and response. Greeted visitors to the department and referred them to the appropriate location to ensure no disruption occurred to the working environment.

### **Office Manager**

Insurance Biller, Dr. Reinhard Rott, M.D - Blythe, CA  
2003 to 2003

2003

Caught the office up on over forty-thousand dollars worth of uncollected payments from insurance companies and cash-based patients in less than six months. Fixed and managed the schedule of physicians. Managed the funds and accounts of the medical office and ensured that all the bills of the medical office were being paid without any delay. Oversaw the condition of the medical instruments and office furniture and their replacement and/or maintenance when required. Solely managed all medical records and systematic paperwork for each patient. Transcribed doctors' notes for patient files and backed up all information systems on a daily basis. Answered patients' questions, made and confirmed appointments and assisted doctor with in-office procedures. Managed and ensured smooth medical billing and claims for the patients by submitting the claims on time to insurance companies, processing the insurance companies' requests and providing statements for those patients with unpaid balance on bills. Supervised the day-to-day functions of the staff and others. Recruited the right staff, trained and coached them and also checked their discipline and performance on a regular basis. Maintained working relationship with hospital administrators to ensure doctor was on steady on-call basis with emergency facility.

### **Merchant Teller**

Union Bank of California - Blythe, CA

2001 to 2003

Worked primarily with bank account transactions of business clients but also with consumer clients. Worked first as a bank teller but excelled in the teller position and was offered the promotion after only weeks by demonstrating skill and aptitude in servicing clients and selling new accounts for the branch. Handled responsibilities of responding to client requests, was responsible for maintaining cash drawer within the prescribed cash limits and balancing draw with over two million dollars on average each day. Identified and recommended appropriate bank services to meet client requirements. Handled the tasks of following the operational and security policies and procedures of the bank. Was second in account openings only to a veteran employee who was multi-lingual after only two months. Was responsible as the lookout during the bank opening procedure and completed the bank opening duties each morning. Processed all ATM transactions on a daily basis, assisted bank manager with all tasks that required dual control and met with safe deposit box owners to assist them in accessing their belongings. Provided excellent client services and established business contacts that brought additional accounts to the bank and allowed the opportunities for professional development and offers for promotional employment. Responsible for making deposits, withdrawals, transfers, change orders and other account maintenance activities for business clients and consumer clients. Conducted vault teller tasks such as preparing and executing vault transactions as well as maintaining cash levels for the branch as a whole. Acted as the primary transactional contact for business clients.

### **Optical Assistant/Optician**

Redlands and Colton - Colton, CA

2000 to 2001

Evaluated prescriptions in conjunction with patients' vocational and vocational visual requirements. Assisted patients in selecting frames according to style and color, and ensures that frames are coordinated with facial and eye measurements and optical prescriptions. Recommended specific lenses, lens coatings, and frames to suit patient needs and instructed patients in how to wear and care for eyeglasses and contact lenses. Measured patients' bridge and eye size, temple length, vertex distance, papillary distance, and optical centers of eyes, using measuring devices and prepared work orders for grinding lenses and fabricating eyeglasses or dispensing contact lenses. Verified finished lenses were correct and to specifications before fitting them to patient for comfort and perfect fit. Heated, shaped and bent frames to adjust to fit patients. Maintained records of customer prescriptions, work orders, and payments in hard copy and on computer data system. Fielded phone calls to appropriate staff and provided patient's with quality information as needed. Reorganized and streamlined office filing system to ensure confidentiality and efficiency over first six months of employment. Referred patients to eye doctors or specialists as necessary. Inventoried, maintained and ordered supplies and equipment while interacting with sales representatives and other health

care professionals. Was put in charge of satellite office while its employee worked part-time and ran it more successfully than it had been in years, maximizing profits and patient retention with excellent customer service and competitive pricing strategies.

### **Law Clerk**

Brunick, Alvarez & Battersby - San Bernardino, CA  
1998 to 2001

Served as the guardian of all office documents, and was responsible for the creation and maintenance of well-organized and accessible filing system. Collected the material from the all attorneys, clients, secretaries, etc, sorted it out, and arranged it. Input data into manual filing tracking system logs and computerized filing and retrieval systems and maintained and backed up all. Located the documents and materials needed by office staff and delivered it to appropriate staff. Filed paperwork at courthouses, delivered paperwork and materials to clients and opposition and served paperwork to individuals to assist process servers. Solely responsible for all mail delivery and distribution and operated mail machine for all outgoing mail. Ran all office equipment, sent faxes and made all copies of depositions and other legal documents. Answered phones and provided excellent customer service to all clients and inquiring callers. Witnessed document signings and assisted individual attorneys as needed. Maintained office supplies and law office library by organizing, keeping up to date and in good repair.

## Education

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### **Bachelor's in Nursing**

Western Governors University - Salt Lake City, UT  
February 2015 to August 2018

Crafton Hills College - Yucaipa, CA  
2014 to 2015

### **Certificate in Computer/Technology Program**

Palo Verde College - Blythe, CA  
2009

Mt. San Jacinto College - San Jacinto, CA  
1998 to 2000

### **High School Diploma**

San Jacinto Senior High School - San Jacinto, CA  
1994 to 1998

## Skills

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- NRP

- RN
- Operating Room
- Nursing
- Triage

## Certifications and Licenses

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### **Driver's License**

### **RN**

### **NRP Certification**

### **BLS Certification**

## Additional Information

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### SKILLS

- Excellent communication and multi-tasking skills developed from previous experiences
- Exceptional listener and communicator who effectively conveys information verbally and in writing
- Flexible team player who thrives in environments requiring ability to effectively prioritize and juggle multiple concurrent projects
- Personable professional whose strengths include cultural sensitivity and an ability to build rapport with a diverse workforce in multicultural settings
- Results-driven achiever with exemplary planning and organizational skills, along with a high degree of detail orientation
- Innovative problem-solver who can generate workable solutions and resolve complaints
- Can type 55+WPM accurately
- Computer-literate performer with extensive software proficiency covering wide variety of applications
- Professional appearance, attitude and demeanor
- Flexible, reliable and dependable hard-worker