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# KEONDRAGOINS

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## PROFESSIONAL SUMMARY

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- Strong interpersonal, leadership and communication skills. Ability to provide quality patient care.
- Ability to assess patient's needs – clinical, teaching, mental and spiritual.
- Ability to function well in stressful situations and to prioritize and delegate work.
- Thorough knowledge of nursing principles
- Good creative, problem-solving and organizational skills

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## SKILLS

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- Accepts accountability for completion of assignments, demonstrates reliability & dependability (including compliance with Facility standards, and state licensure standards)
- Reads and writes Basic English with the basic skills necessary to transcribe physician's orders
- Administers medication in a safe, knowledgeable and accurate manner. Follows laws, regulations, and hospital policy as it relates to controlled substances
- Strong problem solving skills with willingness to seek assistance from other team members when necessary
- Availability of supervision
- Demonstrates knowledge of the occurrence reporting system. Uses system to report potential patient safety issues
- Ability to empathize with death or dying patients and their families
- Completes and demonstrates proficiency with unit based clinical and age-appropriate nursing competencies
- Regular, punctual and dependable attendance
- Strong communication skills in oral and written format

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## WORK HISTORY

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**Registered Nurse, 06/2018 to Current**

**Our Lady of the Lake – Baton Rouge , LA**

- Responded to patient emergencies, including code blues and rapid response situations.
- Administered medications per physicians orders.
- Managed detailed patient records, including patient histories, vitals and assessments.
- Educated patients, families and caregivers on diagnosis and prognosis, treatment options, disease process

and management and lifestyle management.

- Instructed patients and family members on proper discharge care.
- Maintained quality care and comfort for patients with heart failure, pulmonary hypertension and other conditions.
- Used Epic software to maintain a database of relevant information for practitioners to access and coordinate patient care.
- Fostered strong relationships with patients and colleagues, leveraging feedback and identifying opportunities to improve delivery and quality of care.
- Provided comprehensive care to 6+ patients daily, managing all aspects of care from admission through to discharge, including patient assessments, care planning, health education and discharge planning.
- Set up referrals with specialists to handle patient needs.
- Contributed substantially to successful department JCAHO accreditation.
- Developed and applied individualized care plans and unit operations strategy.
- Managed care for post-operative patients through discharge.
- Maintained the highest levels of patient satisfaction, generating referrals to maintain productivity levels for the rehabilitation unit.
- Performed emergency interventions and continually monitored patient vitals.
- Assessed need for, ordered, obtained and interpreted appropriate lab tests.
- Provided exceptional care to 6 high-acute patients needing complex care such as ventilator management, extensive wound care and rehabilitation.

**Customer Service Manager**, 07/2007 to 10/2017

**Joes cleaning service** – Baton Rouge, LA

- Analyzed departmental documents for appropriate distribution and filing.
- Implemented marketing strategies which resulted in 12% growth of customer base.
- Responded to customer requests via telephone and email.
- Entered details such as payments, account information and call logs into the computer system.
- Copied, logged and scanned supporting documentation.
- Managed work flow to exceed quality service goals.
- Promptly responded to inquiries and requests from prospective customers.
- Diminished financial discrepancies and managed monetary transactions, including deposits and credit card transactions.
- Trained new personnel regarding company operations, policies and services.
- Met all customer call guidelines including service levels, handle time and productivity.
- Supervised employees and assessed performances to determine training needs and define accurate plans for decreasing process lags.

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## EDUCATION

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**Bachelors of science in nursing** : Nursing , 2018

**Southern University and A & M College** - Baton Rouge, LA