

# Stephanie Bakken

## LPN

Quincy, IL 62301

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+1 701 333 9909

I have approval to work for any employer

Authorized to work in the US for any employer

## Work Experience

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### **LPN (Licensed Practical Nurse)**

Maple Lawn Nursing Home - Palmyra, MO

May 2021 to Present

Charge nurse

### **Provider Relations Specialist**

Department of Human Services - Bismarck, ND

October 2019 to October 2019

to October 2019

Our division was outsourced and we became Provider Relations. We went to hospitals, clinics and nursing homes to teach correct billing for North Dakota Medicaid. Tele conferencing teaching was done as well. to assist the outsourced division in the interim until they were well adjusted to the call center routine and guidelines.

### **Call Center Team Lead**

Department of Human Services - Bismarck, ND

April 2019 to October 2019

Over the Call Center Service Reps Emails Provider correspondence Adjustments At times work on the phones as needed

### **Call Center Customer Service Specialist I**

Department of Human Services - Bismarck, ND

July 2016 to March 2019

Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints that were unresolved through the call center Interacted through phone, emails and one on one face time or meetings.

- Resolved customer issues
- Worked in the inbound call center
- Responded to inquiries and issues

### **Secretary**

SJ Holmes Contracting Inc - Bismarck, ND

August 2014 to February 2016

Secretarial duties Contract preparation Material acquisition Time sheets Payroll Occasionally worked at the job site as needed

### **Customer Service Representative**

Aetna - Bismarck, ND

April 2014 to August 2014

I was a telephone Customer Service Rep.. I took phone calls from members and physicians in regards to their claims and benefits.

### **Charge Nurse**

CVCC - Macomb, IL

January 2012 to January 2013

Care for ill, injured, or convalescing patients or persons with disabilities in hospitals, nursing homes, clinics, private homes, group homes, and similar institutions. May work under the supervision of a registered nurse. Licensing required.

Med pass Documentation Treatments Assessments Admissions/Discharges

Monthly summaries Interact with subordinates and physicians

### **Charge Nurse LPN**

Treatment and Detention Center - Rushville, IL

February 2010 to August 2010

Correctional facility nurse. Routine nurse duties.

### **Nursing Supervisor/Charge Nurse LPN**

Sycamore Healthcare - Quincy, IL

August 2005 to October 2009

Psych nurse. Treatment nurse. Rounds with psych doctor. Follow up orders. Med changes and observations. In house treatment nurse. Treatment plans. Documentation. Treatments done on daily basis. Follow up care. Rounds with in house eye doctor. Follow ups and continued documentation.

Worked on the units as charge nurse when needed

### **Charge Nurse LPN**

IVH - Quincy, IL

January 2001 to September 2004

Alzheimer Unit Charge nurse Total patient care Med Pass Documentation Assessments Admissions/Discharges Vitals

## Education

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### **College**

Murfreesboro High School - Murfreesboro, AR

John Wood Community College - Quincy, IL

## Nursing Licenses

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**PN**

Expires: January 2023

State: IL

## Skills

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- CSR
- CUSTOMER SERVICE
- Nursing Experience (10+ years)
- Supervisory skills (10+ years)
- Computer Skills (6 years)
- Call Center
- Customer Support
- Experience Administering Injections
- EMR Systems
- Critical Care Experience
- Medication Administration
- Developmental Disabilities Experience
- Vital Signs
- Medical Office Experience
- Supervising Experience
- Patient Care
- Nurse Management
- Caregiving
- Hospice Care

## Certifications and Licenses

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### **BLS Certification**

### **LPN**