Jessica (Jessie) Rakovec

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# Objective

* I am a Registered Nurse with 11 years of nursing experience in various settings. I am searching for a position with your department as I have heard great things. I take great pride in my patient care, compassion, and integrity. I also look for a facility that embodies these values as well. Along with my care, compassion, and integrity is a great willingness to learn and educate others.

# Education

## BACHELOR OF SCIENCE in nursing | may 2009 | Viterbo university

* Major: Nursing

## BACHELOR OF SCIENCE in biology | may 2001 | viterbo university

* Major: Biology with a Pre-med emphasis
* Minor: Psychology

# Skills & Abilities

## Management

* I was a night shift charge nurse while at Gundersen Lutheran Short Stay Unit. I assisted with patient placements, staff assignments, BLS and ACLS emergencies.
* Gave delegation of duties to assistive personnel. Assisted medical providers with minor sterile techniques. Phone calls to patient’s families if warranted or medical providers with concerns/questions.

## Communication

* My current job enlists my phone skills in speaking with providers and Veterans about their exams and care. I help the physicians with their documentation and ordering tests and then explain to the Veteran what tests may be warranted with their exams.
* I am also assisting the World Trade Center Members and providers with their bill questions.

# Experience

## Telephonic Triage RN – optum/United health group – june 2018 to present

* For Optum Healthcare (United Health Group) I have been able to work on the Global Nurse Advice line and the VA Nurse Advice Line since my start. Here I will triage the Veteran’s, Active Military Member, or their family about their symptoms. I am able to help provide some care recommendations and even education about topics or processes.
* My current manager is Kristin Hintz RN , 4262 Bluebell Court, Vadnais Heights MN 55127 (763-754-7474 cell phone)

## Clinical review nurse | LHI/United Health Group. | march 2017 – june 2018 (608-783-7560)

* I review medical and audio examinations of Veterans for accuracy and consistency prior to them being sent to the VA. I also assist various providers with questions about documentation and needed testing on examinations.
* I have assisted the World Trade Center Nationwide Program, in their claims department for 3 months. Here I learned about the CPT and ICD codes used for various exams. I also took phone calls from Members and providers asking why their medical claims were denied or taking so long for funding. I learned the billing process for these claims in a short time and was able to provide each with an answer or connect them with others that could provide an answer.

## registered nurse | gundersen health system- SURGICAL, short stay unit and obstetrics unit | february 2013 – december 2017 (608-782-7300)

* The Short Stay Unit is an observation unit that took care of cardiac patients, post-surgical patients, and also a variety of medical patients. I was to perform a nursing assessment on patients, give them medications, provide education on procedures, medications, dressing changes, and even discharge instruction education. I also coordinated the patients’ day with therapies, physician visits, testing, and medications.
* The Obstetrics Unit took care of per-antepartum and post-partum mothers and babies. I provided medication, assessments on mother and baby, and a lot of education about post-partum cares and newborn cares. I also took care of newborns being assessed with the Neonatal Abstinence scoring system (Finnegan).

**TRAVELING REGISTERED NURSE – NOVEMBER 2011 TO FEBRUARY 2013**

* I spent this time traveling with various agencies to experience a new way of nursing. I wanted to travel the US while taking care of patients. This experience gave me a great knowledge of my skills and confidence to use them at any hospital.
* Agencies: Nurses PRN 1101 E South River St, Appleton, WI 54915 Telephone: (888) 830-8811
* Liquid Agents HealthCare 5810 Tennyson Parkway, Suite 300 Plano, TX 75024 Telephone: (888)301-9333
* AB Staffing Solutions 3451 Mercy Rd #102, Gilbert AZ 85297 Telephone: (888)515-3900

**EMERGENCY ROOM REGISTERED NURSE – MEMORIAL MEDICAL CENTER, NEILLSVILLE WI – NOVEMBER 2010 – SEPTEMBER 2011 (715-743-3101)**

* Here I was an ER nurse in a small rural hospital that took care of whatever patients came in for care. Here I learned to prioritize patients during busy times, draw blood off IV lines, start IVs, various medication drips. This experience increased my skills and how to deal with emergency situations.

## registered nurse | gundersen health system- SURGICAL unit | June 2009 – NOVEMBER 2010 (608-782-7300)

* I also worked on the Surgical unit taking care of abdominal surgery patients after having colon resections, hysterectomies, bladder resections, gastric bypass, and other surgeries.

**REFERENCES –available upon request.**

**List of Licenses**

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