

# RACHEL B. HOLEMAN

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a OKAUCHEE, WI 53059

## PROFESSIONAL SUMMARY

Dedicated and compassionate Registered Nurse (RN) with progressive career history in direct patient care, mentoring, and clinic coordination. Proven ability to remain calm under pressure and skillfully handle difficult patients and high-stress situations. Consistently developing strong relationships with patients, families, and co-workers through empathetic communication, respectful attitude and excellent customer service.

## SKILLS

- Internal Medicine/Ped's Clinic
- Triage/Urgent Care
- Precepting
- Issue resolution
- Training and development
- Inventory oversight
- Customer-oriented
- Mentor/Team Builder
- Small Business Owner

## EDUCATION

**Walden University**  
Minneapolis, MN • 11/2013

**Bachelor's Degree:** Nursing  
Graduated summa cum laude

**WCTC**  
Pewaukee, WI • 05/2001

**Associate degree:** Nursing  
Graduated with Honors

**State of WI**  
Registered Nurse

## WORK HISTORY

**ProHealth Care Inc. - Clinic Nurse- Triage & Urgent Care**  
Waukesha, WI • 09/2017 - Current

- Routinely collaborated with department manager to correct problems and improve services.
- Medication Inventory: Coordinated allocation of nursing service equipment and supplies within facility and established guidelines for efficient, economical use. Monthly budget review for medication expenses.
- Clinic preceptor for new nursing staff
- Routinely reviewed and taught nursing skills for staff
- Clinic Coordinator for Vaccines for Children
- Participated in facility surveys and inspections made by authorized governmental agencies.

**The Bindery - Health and Wellness Coach**  
08/2016 - Current

- Managed day-to-day business operations, including accounting, finance, marketing and public relations.
- Organized budget documentation and tracked expenses to maintain tight business controls.

**Verisk Analytics Inc. - HEDIS Registered Nurse Quality Analyst**  
South Jordan, UT • 02/2015 - 05/2016

Data Abstraction following HEDIS guidelines based on WCHQ measures

**Elmbrook Memorial & Emory University Hospitals - Registered Nurse, ESRD and Emergency**

06/2002 - 04/2009

- Audited charts and reviewed clinical documents to verify accuracy.
- Trained new nurses in proper techniques, care standards, operational procedures and safety protocols to optimize performance and safety.
- Patient Satisfaction Committee
- Super User- "Go Live" support team
- Delivered outstanding care to patients with various diagnoses and managed care from treatment initiation through to completion.
- Charge Nurse