Haley Graef

3300 East River Drive, Green Bay, WI 54301 | 419-245-8745 | graef48@yahoo.com

**SUMMARY OF QUALIFICATIONS**

* Clinical experience with wounds, GI procedures, vital signs and cultural needs
* Critical thinker and problem solver; provides valuable insight with teammates
* Strong written and oral communication skills with patients and coworkers
* Always on time with responsibilities; dependable with every task
* Goal-oriented, self-motivated, and lifelong learner; always looking for opportunities to advance in education and position
* *Credentials:* LPN Licenses; CPR and AED Certifications
* *Technical skills:* MS Office Suite, EPIC

**EDUCATION**

**Northeast Wisconsin Technical College,** Green Bay, WI

*Associate Degree, Nursing* May 2021

*Technical Diploma, Practical Nursing* May 2020

**CLINICALS** 2019 - 2020

* **Intro to Clinical Practice**: *Grancare Nursing Center*, Green Bay, WI
* **Clinical Care Across the Lifespan**: *St.Vincent Hospital Pediatrics*, Green Bay, WI
* **Community Clinical**: *St.Vincent Cardiac Rehabilitation*, Green Bay, WI
* **Community Clinical**: *Asera Hospice*, Green Bay, WI
* **Community Clinical**: *Foot Clinic*, Green Bay, WI
* **Community Clinical**: *Bellin Dialysis*, Green Bay, WI
* **Community Clinical**: *Foot Clinic*, Green Bay, WI

**EXPERIENCE**

**Patient Service Representative**

Baycare Clinic Eye Specialists, Green Bay, WI April 2017 – Present

* Question patients about their general complaint with their eyes about pain, location of issue, when it happened and if there was any vision loss
* Take patients’ history when they came for their eye appointment
* Schedule patient appointments accurately and efficiently, ensuring the dates are placed properly on the doctor’s schedule
* Provide excellent customer service by ensuring that all the patients’ questions and needs are met

**Pharmacy Technician**

*Aurora Baycare Medical Center Pharmacy*, Green Bay, WI November 2015 - April 2016

*CVS Pharmacy*, Green Bay, WI December 2014 – November 2015

* Filled prescriptions by counting the pills, triple checked the labels of medications that were filled, and labeled them with the correct patient
* Input insurance for all patients and asked if they had any changes with the carrier of the insurance
* Input prescriptions that were electronically sent and dropped off by the patients
* Maintained patient confidentiality by ensuring all documents were out of sight of others