|  |  |
| --- | --- |
| Sheena Fe Sage  10757 S Race St  Olathe, KS 66061  913-748-9523  sftsage@gmail.com | License/Certification  December 2018/ January 2019 Board of Nursing, Kansas and Missouri   * Registered Nurse, Bachelor of Science in Nursing   August- October 2015 Kansas College of Nursing, Lenexa, Kansas   * Certified Medication Aide- Passed   April- May 2015 Kansas College of Nursing, Lenexa, Kansas   * Certified Nursing Assistant- Passed   May 2019 American Heart Association- KCN, Lenexa, Kansas   * CPR- License   ACLS March 2019 Olathe, Kansas |
| Employment History  **Olathe Medical Center February 2019- Present**  ***BSN, RN (Telemetry)-*** integrates knowledge, skills and experiences to meet the needs of patients and families through the continuum of care. Collaborates with others to integrate assessment and input of the patient, family and the interdisciplinary team. Demonstrates leadership skills in decision-making and problem solving for telemetry patients. Provides direction and guidance to others regarding practice, serves as a resource, preceptor, and mentor.   * **Other functions- Shift coordinator and preceptor**   Olathe Medical Center May 2018- January 2019  *Patient Care Technician-* Provide direct patient care, assist with daily activities and technical assistance to the nurse. Perform variety of computer and supply functions necessary for the operation of the unit.  Bickford Assisted Living and Memory Care June 2015- May 2018  *Certified Medication Aide/Certified Nursing assistant-* Follow written and/or oral orders/instructions to administer medications, document dosages and time, incident reports, monitor residents and report changes in condition or vital signs of the residents both Assisted Living and Memory Care. Provide basic care and assist daily activities such as personal hygiene, dining, laundry if necessary, and provide comfort.  Aberdeen Village June- July 2015  *Certified Nursing Assistant-* Provide basic care to residents and assist daily activities such as personal hygiene, provide comfort, and monitor vital signs |
| Convergys- Anthem (Health Insurance) December 2014 – April 2015  *Customer Service Representative-* Take inbound calls to provide customer support for claims, benefits, and process premium payments  Convergys- PayPal Account June 2011 - June 2013, Heredia, Costa Rica  *Mentor -* Monitor calls, provide feedback, and coach trainees. Facilitate training presentations and create progress reports  *Customer Service Representative-* Take inbound calls and emails to provide customer support   * **Employee of the Month (November and December 2011)** |
| Innovative Data Solution- Deposit Center February 2010 – May 2011, San Jose, Costa Rica  *Quality Assurance Analyst-* Monitor calls and chat requests to ensure quality. Provide feedback and coaching to the employees. Manage status and progress reports for the employees  *Deposit Center Agen-* Take calls, chat requests, and emails related to Deposits, Customer Support, Payout, Recovery, and Reconciliations   * **Employee of the year (2010)** |
| Integrated Data Solution August 2009 – January 2010 Costa Rica  *Call Center Agent-* Take calls to process customer requests and provide support |
| Centro Multi Cultural September – December 2009, Heredia, Costa Rica  *English* Instructor- Provide training for English Level 1 and 2 |
| 1-800-Flowers December 2008 – June 2009, San Jose Costa Rica  *Call Center Agent-* Take inbound calls and emails to process orders and provide customer support. Handle outbound calls to place the orders with florists |
| Datascension September 2008 – July 2009, San Jose Costa Rica  *Call Center Agent-* Take calls to complete surveys |
| Language   * English and Filipino (Tagalog) |
| Education |
| June 2002 – April 2006 Manila Central University, Caloocan City, Philippines   * Bachelor of Science in Nursing- Registered Nurse |
| Skills |
| Critical thinking, general computer knowledge (Internet and Microsoft office), team player, good communication, customer service, motivation and problem solving skills |
|  |
|  |
| References |
| References are available on request. |