

# Jillian Walz

Norridge, IL 60706

[jfwalz4@gmail.com](mailto:jfwalz4@gmail.com)

+1 773 829 2337

Qualified and dynamic Registered ER Nurse with experience in high turnover emergency rooms as well as charge and triage experience. Specialized in providing immediate emergency care to Trauma Center patients. Experienced in Neuro ICU, respiratory patient care. kind, personable demeanor, outstanding attention to detail, aiming to leverage my skills and knowledge to effectively provide quality care and extensive knowledge to help improve the lives of patients.

Authorized to work in the US for any employer

## Work Experience

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### **Emergency Room Nurse**

Highland Park Hospital - Highland Park, IL

January 2021 to Present

Emergency nurse providing care to pediatrics and adults

Being ready to respond and equipped to deal with a medical emergency.

Quickly assessing patient needs.

Treating critical injuries, allergic reactions, and trauma.

Performing minor medical operations.

Cleaning wounds. applying casts, molds, splints

Drawing blood, specimen collection, communicate and identify critical lab results.

Maintaining emergency room care standards.

Triage patients or work with triage nurses to help focus on the most critical patients first.

Recognize the signs of deterioration in unstable patients.

### **Emergency Room Nurse**

Travel Nurse Across America - Barrington, IL

March 2021 to February 2022

- Provide nursing care to all patient populations in the department
- Utilize the nursing process in planning, implementing and evaluating the patient plan of care
- Maintain regulatory compliance in individual practice
- Assume responsibility, accountability and authority for outcomes of nursing care
- Guide and direct assigned unlicensed nursing personnel in delivering patient care
- Positively contributing to safety outcomes and promoting high quality patient experience
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### **Registered Nurse (RN)**

Resurrection Medical Center - Chicago, IL

January 2019 to February 2021

Administered medications, tracked dosages and documented patient conditions.

- Monitored and recorded patient condition, vital signs, recovery progress and medication side effects.

- Coordinated care with physicians and other clinical staff to prepare for treatment, carry out interventions and enhance continuum of care to deliver comprehensive services.
- Developed and adapted individualized treatment plans according to patient recovery goals.
- Guided therapeutic communication, conflict resolutions and interventions by deflecting undesirable behaviors to assist patients with developing and amplifying coping skills.
- Administered oral, intramuscular and IV medications to patients and monitored responses.
- Performed blood and blood product transfusions and intravenous infusions to address patient symptoms or underlying causes.
- Developed and maintained quality care systems and standards, including creating and improving medical protocols and guidelines.
- Treated patients using pharmacological and non-pharmacological treatment modalities to address various disorders, diseases and injuries.
- Completed and maintained personal Performance-Based Development System (PBDS) standards to show consistent clinical competency and sound judgment.
- Boosted clinical accountability and reduced discrepancies by coordinating with other stakeholders to develop and roll out new flow sheet and forms for dialysis treatment.
- Updated physicians on patient test results and assisted in developing care plans.
- Delivered direct patient care, including stabilizing patients and identifying treatment options.
- Assessed patient health needs by reviewing and tracking EKG readings to address telemetry readings and quickly inform teammates on stability or acuity changes.
- Used facility EMR system to update patient records, transmit prescriptions and transfer files.

### **Medical Administration Assistant**

Primary Care Medical Associates - Chicago, IL  
September 2014 to November 2017

Answered phone calls to provide assistance, information and medical personnel access to maximize office efficiency.

- Scheduled and confirmed patient appointments for diagnostic, surgical and consultation services.
- Managed front office customer service, appointment management, billing and administration tasks to streamline workflow.
- Managed physician calendar, including scheduling patient appointments and procedures.
- Answered large volume average daily phone calls to schedule appointments and address patient inquiries.
- Communicated with insurance representatives to gather information and verify patient benefits to determine clearance for medical services services.
- Managed and obtained insurance authorizations for patient referrals from physicians.

### **LPN, Office Manager**

Chicago IVF - Orland Park, IL  
May 2011 to August 2015

Liaised with customers, addressed inquiries, handled meeting requests and answer billing questions to provide outstanding customer care.

- Managed daily office operations for clinic, including scheduling staff, oversight of patient scheduling policy, hours of operation, [Task] and [Task].
- Trained employees on best practices and protocol while managing teams to maintain optimal productivity.
- Managed daily operations within the office by supporting continuous delivery of excellent services and care.

- Improved productivity initiatives, managing accounts, coordinating itinerary and scheduling client/ leadership appointments.
- Improved operational efficiencies, managing work requests, new orders, pricing and changes while coordinating logistics to verify delivery dates.
- Handled scheduling and managed timely and effective allocation of resources and calendars.
- Triageed patients by phone and provided general assistance for basic and advanced needs.
- Answered patient and family questions to educate on optimal treatment procedures.
- Counseled clients, patients and families and provided emotional and psychosocial support.
- Assisted physicians with conducting examinations and patient scans during diagnostic processes.
- Elevated customer satisfaction ratings by resolving client and case issues efficiently.
- Oversaw digital patient charting, including data entry and administrative duties regarding insurance, billing and accounts receivable.

### **Certified Nursing Assistant**

Gottlieb Memorial Hospital - Maywood, IL  
September 2005 to August 2009

Conducted routine checks on standard patient vitals, including blood pressure, blood sugar and heart rate.

- Documented patient intake and dietary requirements, also assisting with feeding and monitoring.
- Fostered relationships with patients, caregivers and healthcare teams to achieve individual care plan targets.
- Assisted patients with shaving, bathing and oral hygiene to promote healthy habits and overall wellness.
- Documented activities and recorded information in EMR system.
- Examined and addressed lacerations, contusions and physical symptoms to assess and prioritize need for further attention.
- Rendered hands-on nursing care under direct RN supervision, adhering to medical center policies and procedures.
- Facilitated activities of daily living, including personal hygiene management, feeding and ambulation.
- Maintained accurate, timely flow of information by completing thorough patient records and updating healthcare team on patient status.
- Collected specimens, monitored vitals and maximized patient comfort to maintain optimal environment.
- Collaborated with interdisciplinary healthcare teams to provide high-quality patient care.
- Consulted with nurses to develop patient care plans and evaluate treatment options.

## Education

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### **Bachelor of Science in Nursing**

Resurrection University - Chicago, IL

## Nursing Licenses

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### **RN**

Expires: May 2024

State: IL

## Skills

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- Conflict management
- Nursing
- Medication administration
- Critical Care Experience
- Triage
- Laboratory Experience
- EMR Systems
- Hospital Experience
- Primary Care Experience
- Vital Signs
- Epic
- Patient Care
- Experience Administering Injections
- Medical Office Experience
- Employee Orientation

## Certifications and Licenses

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### **RN**

#### **ACLS Certification**

#### **BLS Certification**

#### **PALS Certification**

#### **TNCC**

October 2021 to October 2025

Trauma nurse certification

#### **NIHSS**

December 2021 to December 2023

#### **AED Certification**

#### **CPR Certification**

## Assessments

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#### **Patient-focused care — Highly Proficient**

October 2021

Responding to patient concerns with sensitivity

Full results: [Highly Proficient](#)

### **Nursing assistant skills — Expert**

August 2021

Providing nursing aid to patients using knowledge of relevant equipment and procedures.

Full results: [Expert](#)

### **Medical terminology — Highly Proficient**

May 2020

Understanding and using medical terminology

Full results: [Highly Proficient](#)

### **Electronic health records: Best practices — Expert**

September 2020

Knowledge of EHR data, associated privacy regulations, and best practices for EHR use

Full results: [Expert](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

## Additional Information

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Attention to detail