**SILVIA SATULA**

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Education

**Indiana University of Kokomo**  Kokomo, IN

*Bachelor of Science, Nursing*  2021- Present

**School of Nursing, Ivy Tech Community College** Indianapolis, IN

*Associate of Science, Nursing* December 2019

**Alecu Russo State University** Balti, Moldova

*Bachelor of Computer Science, English minor* May 2006

Experience

**Indiana University Health**  Indianapolis, IN

*University Hospital*  2020 - Present

Registered Nurse, ICU

* Provide patient-centered care on a 12-bed ICU unit for abdominal transplant patients
* Communicate effectively and timely with the interdisciplinary team
* Implement patient care plans and follow up accordingly
* Update families on patient condition in a compassionate and non-technical manner

**Center Plate** Indianapolis, IN

*Catering and Hospitality Services* 2006 - 2019

Director of Concessions

* Oversaw the food and beverage operations at the Indianapolis Zoo
* Coached and motivated team members to deliver quality customer service at all times
* Reviewed and responded to customer feedback

Assistant Concessions Director

* Analyzed data and compiled reports on inventory, expenditures, and labor
* Increased staff productivity by 20% by developing and implementing a performance tracking model
* Created an exchange program and mentored 10 interns from Moldova, Russia, Turkey, and Jamaica

Banquet Captain

* Supervised and trained a team of 12 banquet servers
* Improved the retention of the banquet staff by 25% through team-building exercises and coaching
* Worked collaboratively with the sales and revenue teams to ensure client satisfaction

Concessions Clerk and Banquet Server

* Served food and beverages during events such as weddings, Zoolapalooza, and Zoobilation
* Responded to customer requests for products and services
* Accurately processed sales discounts and refunds

**Certifications & Languages**

CRRT, PALS, ACLS, and BCLS

Fluent in Romanian and Russian

**Community**

**Rotary Club of Indianapolis** Indianapolis, IN

*Indy DO Day* October 2015-Present

Volunteered with a group of friends at the Gleaners Food Bank of Indiana where we packed over 100 bags of groceries