



# Nicole Alam

(305) 998-8703 | E: nicolealam00@gmail.com  
Lawrenceville, GA 30044

## PROFESSIONAL SUMMARY

Multi-talented nurse rewarded for success in planning and operational improvements. Experience in policy development and staff management procedures positively impacting overall morale and productivity. Offers direct and individualized nursing care to patients based on application of scientific nursing principles. Leads system change to promote health outcomes, system efficacy and healthy work environment through evidence-based practice. Possesses 6 years emergency room experience, 3 years of critical care experience, 2 years Pediatric Trauma Specialist credentials, and one and a half years of experience in Quality Management and Leadership.

## SKILLS

- EMR / EHR
- NIHSS certified
- Strong clinical judgment
- Customer service experience
- Effective leader
- Program Development and Management
- Staff Management
- Program Leadership
- Program development
- Process improvement
- Stakeholder Relations
- Medical Records Management
- Staff education and training
- Collaborative Team Player
- Nursing staff leadership
- **Certified:** BLS, ACLS, Certified Instructor for Heart saver, CPR, AED, and BLS.
- **Need PALS, TNCC, ATCN, ENC, ENPC**

## WORK HISTORY

**TRAVEL MICU NURSE.** *01/03/2022 to Present*  
**Grady Memorial Hospital | Atlanta, Georgia**

**ER LEAD NURSE** *06/07/2021 to Present*  
**Northside Hospital | Lawrenceville, Georgia**

**TRAVEL ICU NURSE** *12/21/2020 to 04/17/2021*  
**Northside Hospital | Lawrenceville, Georgia**

- ICU Critical Care, Corona Virus patient care.
- Delivered medications via oral, IV and intramuscular injections, monitoring responses to address new concerns.
- Vaccinated patients to protect individuals from measles, pneumonia, influenza, and other illnesses of concern.

- Monitored patients' respiratory status and ventilator operation and adjust appropriately, efficiently, and safely to promote stabilization and enhance positive patient outcomes when possible.
- Collaborated with physicians to quickly assess patients and deliver appropriate treatment while managing rapidly changing conditions.
- Maintained respectful treatment environment that honored patients' and families' cultural and religious traditions and preferences.
- Performed IV insertions, central dressing changes, EKG interpretations, blood transfusions, lab draws from all access types, moderate sedation, and assisted with insertions of central lines, chest tubes, Endotracheal tubes, foley catheters.
- Provided wound care.
- Participated in direct communication with Intensivists, specialty care providers, and interdisciplinary rounds daily.

#### **TRAVEL NURSE CATH LAB**

*09/07/2020 to 10/31/2020*

#### **Northside Hospital | Lawrenceville, Georgia**

- Administered nursing care to cardiac patients undergoing diagnostic, therapeutic or emergency services.
- Used first-hand knowledge and clinical expertise to advocate for patients under care and enacted prescribed treatment strategies.
- Conducted ongoing monitoring and evaluations of behaviors and conditions and updated clinical supervisors with current information.
- Educated patients, families and caregivers on diagnosis and prognosis, treatment options, disease process and management and lifestyle options.
- Addressed disruptions in patient care, including delays in discharge, postponed procedures, and discharge equipment unavailability.
- Monitored patient condition, including interpreting and tracking EKG readings, identifying irregular telemetry readings and updating team members on changes in stability or acuity.
- Followed all personal and health data procedures to effectively comply with HIPAA laws and prevent information breaches.
- Collected blood, tissue and other laboratory specimens and prepared for lab testing.
- Sustained quality standards by performing routine medication audits and upholding internal and industry best practices.
- Reviewed post-operative orders and continuously monitored patients' post-operative vitals, set up PCA and fluids and oriented patients to unit to achieve optimal outcomes.
- Performed frequent checks on life support equipment and made necessary adjustments to preserve optimal patient conditions.

## **STROKE COORDINATOR**

*07/2019 to 09/2020*

### **Eastside Medical Center | Snellville, Georgia**

- Managed over 1,200 employees, including clinical and non-clinical staff.
- Identified process improvements in day-to-day functioning of department as Program manager and coordinator.
- Continually improved knowledge, skills and performance based on feedback and self-identified professional developmental needs through interdisciplinary team collaboration.
- Led planning and achievement of goals and objectives consistent with agency mission and evidenced based research.
- Assisted with development of improved in-services and training materials.
- Performed data abstraction, healthcare coding issue revisions and resolutions, data collection, analysis, reporting, and performance plans.
- Oversaw training, staffing and education of all providers, nurses and non-clinical staff.
- Led education program for EMS, all nursing staff, ER providers, Hospitalists, and on-boarding employees.
- Coordinated and implemented in-service educational programs focusing on safety and adherence to protocols.
- Developed team communications and information for Stroke Committee, Emergency Physician, and Hospitalist meetings.
- Increased customer satisfaction by resolving pre-hospital and intra-hospital transfer issues.
- Monitored social media and online sources for industry trends, data sharing, and community education.
- Assisted with community resources, including healthcare, mental health, appointment scheduling, insurance and food stamps.
- Gave public talks on importance of health education and specific disease prevention and treatment strategies.
- Continually gathered and delivered data from Get with the guidelines Stroke database, Joint Commission standards, and American Heart Association for major stakeholders, O Suite, and leadership staff.
- Led Stroke program to 100% Door-to-Needle Goal of less than 60 minutes. Median rolling 12-month median of 41 minutes.
- Awarded Gold Plus with Target: Stroke Honor Roll Elite and Target: Type 2 Diabetes Honor Roll in the Get with the Guidelines-Stroke Program.
- Sole recipient of Stroke Coordinator Boot Camp Travel Scholarship out of entire HCA Tri-Star Division and Southeast Division, September 2019.
- Conducted interviews with participants to assess eligibility.
- Provided ongoing direction and leadership for program operations.
- Orchestrated smooth and efficient program development by collaborating cross-functionally across departments.

- Spearheaded implementation of program rules, frameworks and tool kits to facilitate smooth change management process.
- Tracked department course registrations and class lists via Health stream software.
- Pitched and built new programming strategies and one-off feature shows to boost audience interests and diversify offerings.
- Sourced qualified vendors to provide program resources.

## **ICU/CCU REGISTERED NURSE**

*06/2018 to 08/2020*

### **Eastside Medical Center | Snellville, Georgia**

- Delivered medications via oral, IV and intramuscular injections, monitoring responses to address new concerns.
- Vaccinated patients to protect individuals from measles, pneumonia, influenza and other illnesses of concern.
- Trained new nurses in proper techniques, care standards, operational procedures and safety protocols to optimize performance and safety.
- Supervised new employees and student nurses to promote adherence to established patient care standards and practices.
- Followed all HCA ethical values and principles and adhered to HIPAA medical record regulations to promote patients' privacy.
- Monitored patients' respiratory status and ventilator operation and adjusted promote stabilization.
- Recorded patients' medical status and treatment details in electronic charts to accurately document medical care.
- Explained health care issues and ramifications to patients and families to promote informed medical care choices.
- Educated family members and caregivers on patient care instructions.
- Educated patients and answered questions about health condition, prognosis and treatment.
- Collaborated with physicians to quickly assess patients and deliver appropriate treatment while managing rapidly changing conditions.
- Maintained respectful treatment environment that honored patients' and families' cultural and religious traditions and preferences.
- Gained experience with Aortic Balloon-pumps, post Craniotomy patients, Ventilator Management, Arterial lines, VP shunts.
- Participated in ICU governance committee and operations improvement committee.
- Performed IV insertions, central dressing changes, EKG interpretations, blood transfusions, lab draws from all access types, moderate sedation, and assisted with insertions of central lines, chest tubes, Endotracheal tubes, foley catheters.
- Provided wound care.

- Participated in direct communication with Intensivists, specialty care providers, and interdisciplinary rounds daily.

#### **PEDIATRIC ER TRAUMA SPECIALIST NURSE**

*04/2016 to 01/2019*

##### **Children's Healthcare of Atlanta | Egleston and Scottish Rite| Atlanta, Georgia**

- Team lead, supervised, and managed team of 10 nurses and 5 clinical nursing assistants.
- Interacted effectively with department managers to promptly correct problems and improve services.
- Conducted rounds with physicians, advising physicians on patients' conditions and assisting in coordinating diagnostic testing and follow up appointments to achieve optimal patient outcomes.
- Initiated care plan and actualized appropriate interventions and treatment, including pharmacological and non-pharmacological medications.
- Performed head-to-toe physical assessments, prioritizing treatment and delegating assignments to maintain patient flows as Triage nurse, assessment nurse, patient flow coordinator, and team lead.
- Performed IV starts, lab draws from all access types, central dressing changes, nebulizer treatments, moderate sedation, continuous observation and interpretations of vital signs and patient status.
- Accepted into and completed Trauma Specialist Program.
- Obtained PALS, TNCC, and ATCN certification within one year of hire and retained through employment.

#### **REGISTERED NURSE, ER**

*01/2015 to 03/2016*

##### **Lower Keys Medical Center | Key West, FL**

- Delivered medications via oral, IV and intramuscular injections, monitoring responses to address new concerns.
- Administered different therapies and medications in line with physician orders and treatment plan.
- Educated family members and caregivers on patient care instructions.
- Kept optimal supply levels in treatment rooms, triage and other areas to meet typical patient loads.
- Trained new nurses in proper techniques, care standards, operational procedures, and safety protocols to optimize performance and safety.
- Vaccinated patients to protect individuals from measles, pneumonia, influenza, and other illnesses of concern.
- Answered codes quickly and orchestrated efficient, skilled medical care.
- Collaborated with law enforcement on criminal cases by quickly reporting injuries and collecting needed evidence.
- Addressed disruptions in patient care, including delays in discharge, postponed procedures, and discharge equipment unavailability.

- Assisted patients dealing with traumatic injuries or illnesses, including stroke patients, accident victims and cardiac patients.
- Monitored patient condition, including interpreting and tracking EKG readings, identifying irregular telemetry readings and updating team members on changes in stability or acuity.
- Implemented interventions, including medication and IV administration, catheter insertion and airway management.
- Gathered lab specimens, ordered testing and interpreted results to diagnose patients.

## EDUCATION

○	<b>Bachelor of Science   Nursing</b> <b>Columbus State University, Columbus, GA</b>	<i>12/2017</i>
○	<b>Associate of Science   Nursing</b> <b>Florida Keys Community College, Key West, FL</b>	<i>12/2014</i>
○	<b>Bachelor of Science   Biology</b> <b>University of West Georgia, Carrollton, GA</b>	<i>06/2011</i>