

Renee Sytsma

Registered Nurse

Onalaska, WI 54650

Rensytsma@gmail.com

+1 608 207 2863

Authorized to work in the US for any employer

Work Experience

Registered Nurse

Lakeview Healthcare Facility - West Salem, WI

April 2022 to July 2022

Responsible for all residents on a particular wing, including assessments, medications and overseeing techs and CNA's. Training as Charge Nurse. Flexibility to float in any of the facility's 6 wings.

Service Manager

Perkin's - Onalaska, WI

June 2019 to April 2022

Responsible for managing the front of house service team, scheduling employees, hiring and termination of employees, orientation of new hires, bookkeeping, bank deposit, meeting financial forecasts

Recovery Coach

Adult and Teen Challenge - La Crosse, WI

July 2019 to October 2019

Adult and Teen Challenge was newly created in La Crosse, WI. I helped with initial setup of the rehabilitation facility.

Office Manager

Dr. Bernard Shelton - Saint Clair Shores, MI

April 2012 to October 2014

Responsibilities

General management of office staff, including the front office and medical assistants. Triage incoming patients, gave injections as ordered by the physician. Called prescription refills to the pharmacy. Managed laboratory results and notified patients as appropriate. Set up and held office meetings. Met with pharmaceutical representatives.

Accomplishments

My presence in this medical office was a very positive addition. I worked with our group as a team, rather than one having ultimate authority over another. I received numerous compliments from my interactions with patients and representatives, alike. This particular physician had never previously employed an office manager, and he expressed his delight in having me be, "his right arm."

Skills Used

Office management skills; Venipuncture; IM and SC injections; Interpersonal skills

Account Representative

Great Lakes Medical Supply - Warren, MI

June 2005 to May 2006

Performed consultations with physicians to obtain new referrals for assisting home care needs patients.

- Demonstrated use of glucometers to physicians and patients, ensuring appropriate use of medical equipment.
 - Provided diabetic education for patients to improve compliance with recommendations.
 - Consistently met sales objectives due to motivation and product knowledge.
 - Increased sales of diabetic supplies by establishing and maintaining rapport with patients.
- Demonstrated success in converting patients from competitor suppliers.

Registered Nurse

Cardiology and Vascular Associates - Rochester Hills, MI

May 2003 to June 2005

Managed the Coumadin clinic. Reviewed lab results and contacted patients to adjust medication dosage.

- Prioritized and assessed critical lab values and determined appropriate course of action including referral to emergency services.
- Supervised and trained medical assistants.
- Assessed and approved medical conditions prior to testing to ensure patient safety.
- Administered cardiac stress testing.
- Maintained communication with patients and refilled prescriptions.

Registered Nurse

Entech - Troy, MI

August 2002 to May 2003

Performed nursing duties at various locations, focused primarily on cardiology.

Registered Nurse

Banner Health System - Phoenix, AZ

June 1999 to August 2002

Performed nursing care at a level one acuity trauma center within the trauma center and trauma intensive care unit.

- Spoke with family members regarding consideration of organ donation.

Education

Master of Business Administration

Walsh College - Troy, MI

June 2008

Associate of Arts in Nursing

Scottsdale Community College - Scottsdale, AZ

June 2000

Bachelor of Science in Exercise Physiology and Psychology

Central Michigan University - Mount Pleasant, MI

May 1997

Skills

- Computer, exercise physiologist, Registered Nurse, Arizona Heart Institute (cardio tech
- ICU Experience
- Physiology Knowledge
- Anatomy Knowledge
- Triage
- Venipuncture
- Medical Office Experience
- Vital Signs
- Nursing
- Experience Administering Injections
- ICD-10
- Critical Care Experience
- Laboratory Experience
- Public Speaking
- Hospital Experience
- Patient Care
- Management
- Leadership
- Customer service
- Phlebotomy
- Acute care

Certifications and Licenses

RN License

CPR Certification

BLS Certification

Additional Information

Experienced healthcare professional with a MBA. Background includes clinical care and management within hospital and office environments as well as medical sales, customer service, and supervision. Critical-thinking and decision-making ability with strong organizational and time management skills. Proven record of success in mentoring, employee development and team building. Dependable, disciplined, and goal oriented with effective public speaking skills and commitment to exceed objectives.