

# Christian Kuehn

## **Registered Nurse**

Ooltewah, TN 37363

[kuehnchristian0@gmail.com](mailto:kuehnchristian0@gmail.com)

+1 201 965 2443

Authorized to work in the US for any employer

## Work Experience

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### **Registered Nurse, SICU**

HCA Parkridge Medical Center - Chattanooga, TN

July 2021 to December 2021

1. Performed physical assessments and diagnostic tests.
2. Collected patient health information at admission.
3. Excellent patient education and empathy.
4. Counseled and educated patients and their family on treatment plans and discharge instructions.
5. Maintained strict adherence to HIPAA at all times.
6. Medication administration, collected blood samples, performed labs, administered injections.
7. Delegated appropriate tasks to UAP as needed.

### **Senior CSR Supervisor**

T-Mobile - Chattanooga, TN

April 2017 to August 2020

1. Provided live support, feedback, and coaching to CSRs.
2. Lead company initiatives and triaged tasks and goals to direct reports in order to achieve common objectives.
3. Handled escalated customer calls and successfully decreased emotions to effectively provide solutions.
4. Managed a team of 14 representatives and increased metrics within four months, raising our rank to 3rd out of 24 teams.
5. Saved the company over \$500,000.00 in cancellations and account errors throughout tenure.

### **Senior Tech Expert**

T-Mobile - Chattanooga, TN

March 2015 to April 2017

1. Focused on calls revolved around troubleshooting network, device and account issues.
2. Asked probing questions to identify the root cause of calls in a timely manner.
3. Worked hand-in-hand with the Engineering team to file troubleshoot tickets to resolve customer's technical issues and advised/followed up on results/resolution.
4. Proficiently handle calls within various skills as determined by business needs.
5. Delivered bad news with a high sense of empathy as needed when solutions were too costly or no solutions were available.

## Education

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Chattanooga State Community College - Chattanooga, TN  
May 2021

### **Business-Finance**

Monmouth University - Long Branch, NJ  
May 2011

## Nursing Licenses

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### **RN**

Expires: May 2023

State: TN

## Skills

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- Customer service
- Ms excel
- Outlook
- Ms powerpoint
- Ms word
- Triage
- Nursing
- Critical Care Experience
- Team Management
- ICU Experience
- EMR Systems
- Medication Administration
- Hospital Experience
- Medical Records
- Experience Administering Injections
- Vital Signs

## Certifications and Licenses

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### **Registered Nurse (RN)**

May 2021 to May 2023

### **BLS Certification**

### **ACLS Certification**

## **Compact State Nurse License**

### Additional Information

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#### Professional Skills

Customer Service, Customer Care, Call Center Expert, MS Excel, MS Word, MS Outlook, MS PowerPoint