

Berenice Zambrano

Chicago, IL 60634

bereniczambrano@gmail.com

+1 708 843 1155

Dedicated and compassionate Registered Nurse (RN) with progressive career history in direct patient care, triage and care coordination in fast-paced environment.

Proven to remain calm under pressure and skillfully handle difficult patients and high-stress situations. Consistently developing strong relationships with patients and families through empathetic communication, respectful attitude and excellent customer service.

Work Experience

Registered Nurse, Medical-Surgical/Telemetry Unit

AMITA Health Resurrection Medical Center - Chicago, IL

March 2021 to December 2021

- Collaborated with physicians to quickly assess patients and deliver appropriate treatment while managing rapidly changing conditions.
- Monitored patient condition by interpreting and tracking EKG readings, identifying irregular telemetry readings and updating team members on changes in stability or acuity.
- Reviewed post-operative orders on Epic and continuously monitored patients' post-operative vitals, set up PCA and fluids and oriented patients to unit.
- Implemented medication and IV administration, catheter insertion and airway management.
- Collected blood, tissue and other laboratory specimens and prepared for lab testing.
- Secured controlled narcotics and distributed medication on schedule to meet patient needs and minimize misuse opportunities.
- Educated patients, families and caregivers on diagnosis and prognosis, treatment options, disease process and management and lifestyle options.
- Trained new nurses in proper techniques, care standards, operational procedures and safety protocols.
- Participated in nursing simulation activities, evidence-based practice project implementation and competency development to further nursing education.

Patient Services Representative/Patient Care Technician

Edward-Elmhurst Healthcare - Elmhurst, IL

April 2017 to June 2020

- Assisted patients in filling out check-in and payment paperwork.
- Used Epic to schedule appointments.
- Performed all necessary and requested patient care procedures, including keeping rooms clean and neat, monitoring vital signs, and other fundamental care actions.
- Under the supervision of a registered nurse, assisted with basic medical and nursing procedures.
- Provided emotional support, physical assistance, and encouragement for patients.

Shift Manager

Aldi - Calumet City, IL

February 2013 to February 2017

- Assumed the role as a team leader during shifts to promote overall store operations.
- Assisted district manager with developing and implementing action plans to improve operating results.
- Trained and mentored new employees to maximize team performance and enhance overall customer service.
- Supervised employees and oversaw quality compliance with company standards for food and services.
- Monitored inventory, daily budgets, employee performance and evaluations.
- Ensured appropriate resolution of operational customer concerns.

Education

Bachelor of Science in Nursing

Resurrection University - Chicago, IL
December 2020

Nursing Licenses

RN

State: IL

Skills

- Patient condition monitoring
- Obtaining and interpreting Lead EKG
- Pre-Op/Post-Op care
- Medication administration
- Pain management
- EPIC proficiency
- Fluent in Spanish
- Patient and family education
- Communication skills
- Critical thinking and decision making
- Compassionate and caring
- Continuous learning Spanish: Native or Bilingual .

Languages

- Spanish - Fluent

Certifications and Licenses

BLS Certification

RN

NIHSS Certification