



Raina Hannon

EXPERIENCE

December 2021 - Current

Emergency Room Registered Nurse Parkwest Medical Center |
Knoxville, TN

- Responded quickly to codes and coordinated efficient and skilled care.
- Maintained open and clear communication with physicians to coordinate effective patient care.
- Triageed and treated high-volume caseload in busy emergency room setting.
- Administered critical IV medications to stabilize patients for assessment and treatment.
- Coordinated care with physicians and other clinical staff to prepare for treatment, carry out interventions and enhance continuum of care.
- Monitored and recorded patient condition, vital signs, recovery progress and medication side effects.
- Supervised nurse administration of oral, intramuscular and IV medications to patients as prescribed, monitoring responses for adverse reactions.
- Conducted patient assessments and diagnostic tests to provide physician with important patient health information.
- Answered patient questions and provided take-home materials for further information.
- Treated patients by administering various types of medications and therapies.
- Upheld patient safety standards by preventing unauthorized access or incorrect dosage administration.
- Supported criminal inquiries by reporting injuries and completing evidence collection kits.
- Oversaw patient immunization, supporting nurses through vaccine-specific training and supervising administration.
- Maintained comprehensive base of unit supplies to meet expected patient demands, public health emergencies and mass casualty incidences.
- Trained other nurses on patient care and daily tasks, supporting growth and professional development.
- Stabilized patients, determined health needs and provided direct patient care.
- Performed triage on incoming patients and determined severity of injury and illnesses.
- Rendered direct patient care by stabilizing patients and determining course of action based on triage.
- Oversaw ER department and team of multi-disciplinary professionals in high-volume, fast-paced environment.

September 2019 - September 2022

Server Longhorn Steak House | Pigeon Forge, TN

- Greet customers and ascertain what each customer wants or needs.
- Describe merchandise and explain use, operation, and care of

📍 Knoxville, TN 37909

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SUMMARY

Compassionate ER, Intermediate Care Unit and COVID-19 Registered Nurse with distinguished understanding of hospital functions. Since being the start of my career, I have been cross trained on the step down unit and ER. Develop comprehensive post-treatment plans with patients and doctors for quality healthcare. Committed to patient education and advocacy. Motivated young nurse seeking a opportunity to gain more hands-on experience in the medical field. Outgoing and friendly with strong drive to succeed.

SKILLS

- BLS
- ACLS
- PALS
- NIHSS
- Medication administration
- Regulatory compliance
- Patient Management
- Unit administration
- Intake and discharge
- Basic Math
- Conflict resolution
- Patient monitoring
- Medical screening

- Geriatric treatment knowledge
- Patient education and counseling
- Tracheostomy care
- Medical assessment
- IV drug therapy management
- Acute and rehabilitative care
- Gastroenteral nutrition education
- Infant CPR certified
- Postpartum care
- SBAR communication
- Direct and Indirect Patient Care
- Family and patient support
- Diagnostic tools experience
- Infectious disease control
- Immunization skills
- Palliative and Pain Management
- BAC screen/drug screen collection ability
- Culturally-sensitive care
- Patient care planning
- Sterilization techniques mastery
- Flow sheet charting
- Nursing Plan Development and Modification
- Nursing Plan Development
- Patient relations
- Body mechanics knowledge
- Taking vitals
- Patient Satisfaction and Process Improvement
- Seizure management
- Documenting vitals
- Patient Care
- Health and wellness expertise
- Diabetes management
- Colostomy care familiarity
- Patient discharging
- Medication and IV administration
- Emotional awareness

ADDITIONAL INFORMATION

- Dean's List
- Daisy Award Nominee

- merchandise to customers.
- Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
- Compute sales prices, total purchases and receive and process cash or credit payment.
- Answer questions regarding the store and its merchandise.
- Maintain knowledge of current sales.
- Maintain records related to sales.
- Demonstrate use of merchandise.
- Place special orders or call other stores to find desired items.
- Prepare merchandise for purchase.
- Watch for and recognize security risks and thefts, and know how to prevent or handle these situations.
- Inventory stock and requisition new stock.
- Ticket, arrange and display merchandise to promote sales.
- Exchange merchandise for customers and accept returns.
- Clean shelves, counters, and tables.
- Open and close cash registers, performing tasks such as counting money, separating charge slips, coupons, and vouchers, balancing cash drawers, and making deposits.
- Bag or package purchases, and wrap gifts.
- Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
- Collect payments from customers.
- Write patrons' food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff.
- Prepare checks that itemize and total meal costs and sales taxes.
- Take orders from patrons for food or beverages.
- Check patrons' identification to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
- Serve food or beverages to patrons, and prepare or serve specialty dishes at tables as required.
- Present menus to patrons and answer questions about menu items, making recommendations upon request.
- Clean tables or counters after patrons have finished dining.
- Prepare hot, cold, and mixed drinks for patrons, and chill.

October 2020 - January 2022

Registered Nurse, IMU/COVID-19 Unit RN, Float Pool Blount Memorial Hospital | Maryville, TN

- During my time at Blount Memorial I was cross trained as a float nurse. I floated to the ER department, med surge units, observation units, and other step down units other than my home floor.
- Monitored and recorded patient condition, vital signs, recovery progress and medication side effects.
- Supervised nurse administration of oral, intramuscular and IV medications to patients as prescribed, monitoring responses for adverse reactions.
- Delivered care to 5-9 patients per day, including coordinating and evaluating interdisciplinary care.
- Used feedback and clinical data to improve care quality and patient outcomes.
- Oversaw patient admission and discharge processes to coordinate related paperwork.
- Conducted post-op reviews, tracked patients' vitals and monitored fluids

to reach optimal care targets.

- Coordinated and managed care for patients undergoing myocardial infarction screening and anticoagulation therapies.
- Assisted patients with healing and recovery after surgery by closely monitoring and caring for wounds, answering questions and educating about continued care strategies.
- Developed and maintained quality care systems and standards, including creating and improving medical protocols and guidelines.
- Set up trays, supplies and sterile fields for office procedures.
- Developed and adapted individualized treatment plans according to patient recovery goals.
- Assessed patients' response to treatment and suggested ways to combat side effects.
- Maintained optimal ventilator settings and operations to meet patient care needs.
- Maintained comprehensive base of unit supplies to meet expected patient demands, public health emergencies and mass casualty incidences.
- Improved patient outcomes and quality of care by determining and suggesting changes to processes.
- Collected lab specimens, ordering and interpreting diagnostic tests and lab results.
- Promoted healthy lifestyle choices to reduce re-emergence of painful or dangerous symptoms.
- Updated physicians on patient test results and assisted in developing care plans.
- Administered medications, tracked dosages and documented patient conditions.
- Initiated review, revision and creation of operational policies.
- Managed central, arterial and PICC lines.
- Prioritized nursing tasks and assignments and accurately reported patient status.
- Maintained personal and team compliance with medication administration standards and patient care best practices.
- Reached out to patients to convey lab results and provide care instructions.
- Acted as patient advocate and implemented total patient care through team nursing process.
- Treated patients using pharmacological and non-pharmacological treatment modalities to address various disorders, diseases and injuries.
- Collaborated with doctors to plan post-treatment home care and prevent return hospitalization.
- Assessed patients in active drug and alcohol withdrawal and provided interventions to manage physical and psychological withdrawal symptoms.
- Monitored and managed various treatment and care interventions.
- Treated patients suffering from chronic and acute medical concerns, including asthma, seizure disorders and pneumonia.
- Performed blood and blood product transfusions and intravenous infusions to address patient symptoms or underlying causes.
- Delivered high-quality nursing care to patients on a 30-bed medical-surgical unit.
- Counseled caregivers and families on end-of-life planning and educated on patient care options.
- Counseled patients and caregivers, providing emotional, psychological and spiritual support.

- Participated in bedside reporting and handoff at change of shift and for patient transfers.
- Assessed and prepared patients for procedures, performing initial and ongoing patient assessments.
- Maintained thorough, accurate and confidential documentation in electronic medical records.
- Advocated for patients by supporting and respecting basic rights, values and beliefs.
- Assessed patient needs, prioritized treatment, maintained patient flows and assisted physicians with non-invasive procedures.

July 2020 - December 2020

Point of Sale Associate Good Water Winery | Gatlinburg, TN

- Greet customers and ascertain what each customer wants or needs.
- Describe merchandise and explain use, operation, and care of merchandise to customers.
- Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
- Compute sales prices, total purchases and receive and process cash or credit payment.
- Answer questions regarding the store and its merchandise.
- Maintain knowledge of current sales.
- Maintain records related to sales.
- Demonstrate use of merchandise.
Place special orders or call other stores to find desired items.
- Prepare merchandise for purchase
- Watch for and recognize security risks and thefts, and know how to prevent or handle these situations.
Inventory stock and requisition new stock.
- Ticket, arrange and display merchandise to promote sales.
- Exchange merchandise for customers and accept returns.
Clean shelves, counters, and tables.
Open and close cash registers , performing tasks such as counting money, separating charge slips, coupons, and vouchers, balancing cash drawers, and making deposits.
- Bag or package purchases, and wrap gifts.

December 2018 - July 2020

Bartender/Sales Associate Ole Smoky Moonshine Distillery | Gatlinburg, TN

- Bottles of wine.
- Roll silverware, set up food stations or set up dining areas to prepare for the next shift or for large parties.
- Inform customers of daily specials.
- Stock service areas with supplies such as coffee, food, tableware, and linens.
- Explain how various menu items are prepared, describing ingredients and cooking methods.
- Prepare tables for meals, including setting up items such as linens, silverware, and glassware.
- Remove dishes and glasses from tables or counters, take them to kitchen for cleaning.
- Assist host or hostess by answering phones to take reservations or to-go orders, and by greeting, seating, and thanking guests.
- Perform cleaning duties, such as sweeping and mopping floors,

vacuuming carpet, tidying up server station, taking out trash, or checking and cleaning bathroom.

- Bring wine selections to tables with appropriate glasses, and pour the wines for customers.
- Perform food preparation duties such as preparing salads, appetizers, and cold dishes, portioning desserts, and brewing coffee.
- Garnish and decorate dishes in preparation for serving.
- Fill salt, pepper, sugar, cream, condiment, and napkin containers.
- Provide guests with information about local areas, including giving directions.
- Greet customers and ascertain what each customer wants or needs.
- Describe merchandise and explain use, operation, and care of merchandise to customers.
- Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
- Compute sales prices, total purchases and receive and process cash or credit payment.
- Answer questions regarding the store and its merchandise.
- Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
- Demonstrate use or operation of merchandise.
- Place special orders or call other stores to find desired items.
- Prepare merchandise for purchase.
- Watch for and recognize security risks and thefts, and know how to prevent or handle these situations.
- Inventory stock and requisition new stock.
- Ticket, arrange and display merchandise to promote sales.

January 2016 - August 2017

Server Mama's Farmhouse | Forge, TN

- Clean shelves, counters, and tables.
- Help customers try on or fit merchandise.
- Exchange merchandise for customers and accept returns.
- Open and close cash registers, performing tasks such as counting money, separating charge slips, coupons, and vouchers, balancing cash drawers, and making deposits.
- Bag or package purchases, and wrap gifts.
- Collect money for drinks served.
- Check identification of customers to verify age requirements for purchase of alcohol.
- Clean glasses, utensils, and bar equipment.
- Balance cash receipts.
- Attempt to limit problems and liability related to customers' excessive drinking by taking steps such as persuading customers to stop drinking, or ordering taxis or other transportation for intoxicated patrons.
- Stock bar with moonshine and whiskey.
- Serve wine, and bottled or draft beer.
- Clean bars, work areas, and tables.
- Mix ingredients, such as liquor, soda, water, sugar, and bitters, to prepare cocktails and other drinks.
- Arrange bottles and glasses to make attractive displays.
- Order or requisition liquors and supplies.
- Supervise the work of bar staff and other bartenders.
- Plan bar menus.
- Create drink recipes.

- Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
- Collect payments from customers.
- Write patrons' food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff.
- Prepare checks that itemize and total meal costs and sales taxes.
- Take orders from patrons for food or beverages.
- Present menus to patrons and answer questions about menu items, making recommendations upon request.
- Clean tables or counters after patrons have finished dining.
- Prepare hot, cold, and mixed drinks for patrons.
- Roll silverware, set up food stations or set up dining areas to prepare for the next shift or for large parties.
- Inform customers of daily specials.
- Stock service areas with supplies such as coffee, food, tableware, and linens.
- Explain how various menu items are prepared, describing ingredients and cooking methods.
- Prepare tables for meals, including setting up items such as linens, silverware, and glassware.
- Remove dishes and glasses from tables or counters, take.

September 2012 - January 2016

Cashier Food City | Newport, TN

- Provide guests with information about local areas, including giving directions.
- Receive payment by cash, check, credit cards, vouchers, or automatic debits.
- Issue receipts, refunds, credits, or change due to customers.
- Assist customers by providing information and resolving their complaints.
- Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.
- Greet customers entering establishments.
- Answer customers' questions, and provide information on procedures or policies.
- Sell tickets and other items to customers.
- Process merchandise returns and exchanges.
- Maintain clean and orderly checkout areas and complete other general cleaning duties, such as mopping floors and emptying trash cans.
- Stock shelves, and mark prices on shelves and items.
- Request information or assistance using paging systems.
- Calculate total payments received during a time period, and reconcile this with total sales.
- Monitor checkout stations to ensure that they have adequate cash available and that they are staffed appropriately.
- Assist with duties in other areas of the store, such as monitoring fitting rooms or bagging and carrying out customers' items.
- Sort, count, and wrap currency and coins.
- Supervise others and provide on-the-job training.
- Bag, box, wrap, or gift-wrap merchandise, and prepare packages for shipment.
- Offer customers carry-out service at the completion of transactions.
- Weigh items sold by weight to determine prices.
- Issue trading stamps, and redeem food stamps and coupons.

- Cash checks for customers.
- Pay company bills by cash, vouchers, or checks.
- Operated cash register, collected payments and provided accurate change.
- Assisted with purchases, locating items and signing up for rewards programs.
- Trained new team members in cash register operation, stock procedures and customer service.
- Wrapped items and bagged purchases properly to prevent merchandise breakage.
- Devised promotional plans to target and move excess stock, high-profit items and soon-to-expire merchandise for easy sale.
- Increased sales by suggesting specific complementary items to customers.
- Helped customers find specific products, answered questions and offered product advice.
- Completed daily recovery tasks to keep areas clean and neat for maximum productivity.
- Learned roles of other departments to provide coverage and keep store operational.
- Worked closely with front-end staff to assist customers.
- Assisted customers with account updates, new service additions and promotional offers.
- Wiped down counters and conveyor belt to remove debris and maintain cleanliness.
- Observed company return policy when processing refunds by inspecting merchandise for wear or damage.
- Maintained professional store appearance by inspecting checkout areas and directing team members in cleaning, trash removal and other actions.

EDUCATION AND TRAINING

December 2020

Bachelor of Science | Nursing

East Tennessee State University, Johnson City, TN

- 3.2 GPA
- Major in Nursing
- Dean's List Honoree

REFERENCES

TONIA EVANS- ER Nurse/ East Tennessee State University Instructor

- (865) 599-6828 - evanstk@etsu.edu -

JAKE TERRY- Registered Nurse/ Clinical Instructor at East Tennessee University

- (910) 689-8975 - terryjm@etsu.edu

VICTORIA HOOD-WELLS -Professor/ Registered Nurse/ Clinical Professor at East Tennessee State University

- (865) 361-8586 - hoodwell@etsu.edu

Robert Williams- Registered Nurse/ ED Educator

- (865) 356-0352

LENEE SMITH- Registered Nurse/ Team Leader

- (865) 230-4548

ACTIVITIES AND HONORS

- Daisy Award nominee
- Youth Leader at Woodlawn United Methodist Church
- President of Young Methodist Women at Woodlawn United Methodist Church.