|  |  |
| --- | --- |
|  |  |
| **PROFESSIONAL SUMMARY** |
| Multistate Licensed Registered Nurse (RN) who is committed to ensuring high quality care through proven daily care skills in various nursing environments. Seeking opportunities to impactfully contribute to the overall enhancement of a major hospital. |
|  |
| **CLINICAL EXPERIENCE** |
| **Student Clinical Experience** – Miami. Fl*Nursing Student* | January 2019 – May 2020 |
| * Supported clinical staff in various units such as nursing home, pediatrics, medical surgery, obstetrics, and psychiatric to assist in providing optimal care for patients.
* Conducted ongoing and focused assessments in order to prioritize data based on the immediate needs of various patients.
* Administered vaccines and medications as ordered by the physician to ensure appropriate care for various patients.
* Documented nursing procedures and maintained medical records to accurately track patient status.
 |
| **WORK EXPERIENCE** |
| **Shepherd Center-** Atlanta, Ga*Traumatic Brain Injury Registered Nurse** Demonstrated proficiency in time management, prioritization, organization and critical thinking by planning and organizing work assignments and prioritizing specific needs of the patient.
* Communicated effectively using timely verbal and non-verbal written communication.
* Administered medications to patients.
* Performed neurological assessments and physical assessments of patients.
* Monitored patients’ neurological activity.
* Providing pre-operative and post-operative care to patients.
* Managed patients with tracheostomies, gastronomy tubes, and mechanical ventilators.

**Amicasa Hospice**- Atlanta, Ga*Hospice Registered Nurse, PRN** Evaluated patients and family members on an on-going-basis, checking vital signs and keeping accurate notes and records.
* Followed the orders placed by physician and care plan that was created for the patient.
* Managed symptoms and pain. Administered medications to relive discomforting symptoms and pain.
* Notified the patients family and other necessary partied of the patient’s death.

**Eastside Medical Center-** Atlanta, Ga *Med-Surg Registered Nurse** Managed patient care as well as medication, orders, and treatments.
* Educated patients about management of illnesses.
* Collaborated with teams to plan for best patient care.
* Monitor patients health and respond effectively to changes in patient status.
* Performed postmortem to ensure successful transition to mortuary.

**Trusted Hands Senior Care** – Atlanta, Ga *Home Health Registered Nurse** Visited patients homes to perform initial nursing assessment.
* Assess, monitored, and documented patients health and condition using point of service technology.
* Discuss treatment plan with patient to establish goals and communicate treatment plans with clinic support staff.
* Actively demonstrate a working knowledge of nursing theory, techniques, principles, and practice in order to holistically care for the patient.

**Fountain Manor Health and Rehabilitation** – Miami, FL *Nursing Home Registered Nurse** Assessed and evaluated patient’s health by physical exam to monitor abnormalities.
* Provide nursing treatment in accordance with standards of practice.
* Administer medications and treatments.
* Effectively supervised LPN and Nurse Assistants to guarantee quality patient care.
* Communicate with family members and Physicians regarding patients status.
* Document care in compliance with standards of care.

**John Paul** – Miami, FL*Concierge* |  July 2021-PresentNovember 2021-PresentOctober 2020-July 2021 October 2020 – December 2020   August 2020 – October 2020  October 2018 – January 2019 |
| * Built and maintained healthy relationships with people of diverse levels and backgrounds to provide exceptional customer service and increased repeat business.
* Assisted and advised customers regarding usage and benefits of organization's services to effectively meet their unique needs and promote brand loyalty.
* Developed creative solutions to customer issues to improve customer satisfaction; ultimately resulting in being recognized by management for providing exemplary service.
 |
| **Resorts Advantage Inc.** – Miami, FL |  November 2017 – October 2018 |
| *Customer Service Representative* |
| * Worked with managers to develop service improvement initiatives.
* Documented conversations with customers to track requests, problems, and solutions.
* Consulted with customers to determine best methods to resolve service and billing issues.
* Reduced process lags and effectively trained team members on best practices and protocol.
 |
| **Alorica** – Miami, FL*Customer Service Representative* | April 2015 – October 2017 |
| * Resolved average of 90% inquiries per week to consistently meet performance benchmarks, including speed, accuracy, and volume.
* Cultivated impactful relationships with customers and drove business development by delivering product knowledge.
 |

|  |
| --- |
| **EDUCATION** |
| **Miami Dade College** – Miami, FL | May 2020 |
| *Associate of Science: Nursing (Honors) – GPA: 3.5* |
|  |

|  |
| --- |
| **LICENSES, CERTIFICATIONS & HONORS** |
| * Multi-State Registered Nurse License
* First Aid/CPR
* Organization for Associate Degree Nursing, Honors Society
 |

|  |
| --- |
| **CLINICAL HOURS** |
| * Jackson Memorial Hospital: Nursing Home, Pediatrics
* Jackson South Hospital: Med-Surg, Obstetrics unit
* North Shore Hospital: Psychiatric unit
* Coral Gables Hospital: Med-Surg unit
 |
| **VOLUNTEER ACTIVITIES** |
| * La Ventana De Los Cielos Adult Day Care (Teaching)
* Miami Dade Book Fair (Teaching)
* Grand Opening of Miami Dade Medical Campus Stimulation Lab (Tour Guide)
 |