

# Rosa Lee Mayes, MBA, BS, RN

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## SUMMARY OF SKILLS:

- Experienced in providing high quality customer service and respectful patient care
- Excellent writing, analytical and communication skills with thorough attention to detail
- Reputation as reliable and approachable by colleagues and clients, as both an independent and collaborative employee

## EDUCATION

### ***Associate of Science in Nursing***

Pellissippi State Community College, *September 2018 – May 2020*

### ***Master of Business Administration***

University of Phoenix, Online Campus, *May 2008 – October 2009*

### ***Bachelor of Science in Nutrition and Foods***

East Tennessee State University, *September 2003 – August 2006*

## LICENSES AND CERTIFICATIONS

***Registered Nurse, State of Tennessee, June 2020***

***BLS – Basic Life Support, American Heart Association, June 2020***

***ACLS – Advanced Cardiac Life Support, American Heart Association, July 2021***

## PROFESSIONAL EXPERIENCE

### **NURSEFirst, Knoxville, TN**

**April 2022 – present**

#### ***Registered Nurse***

Provide patient care on contracted assignments including assessment and monitoring of acute health conditions, administer prescribed medications and therapies, develop and execute multi-disciplinary plans of care, provide education to patients and families while ensuring comprehensive documentation

### **Amedisys Home Health, Jefferson City, TN**

**September 2021 – present**

#### ***Registered Nurse Case Manager (PRN status as of April 2022)***

Provide, coordinate, and direct home health nursing services according to individualized plans of care, ensure efficient communication with multi-disciplinary team to achieve continuity of care

### **Ashfield Engage, Remote**

**March 2021 – August 2021**

#### ***Clinical Educator***

Provided educational support to patients related to prescribed pharmaceutical treatments, identified and reported potential adverse events.

### **University of Tennessee Medical Center, Knoxville, TN**

**May 2019 – present**

#### ***Staff Nurse, June 2020 – present (PRN status as of March 2021)***

Provide patient care including assessment and monitoring of health conditions, develop plans of care, administer prescribed medication and therapies, communicate with multi-disciplinary care team, educate and advocate for patients and families, ensure comprehensive documentation in Cerner PowerChart

***Nurse Extern/Nursing Technician, May 2019 – May 2020***

Provided patient care under supervision of Registered Nurse including obtaining patient data and vital signs, assisted with activities of daily living; recognized and communicated changes in patient status

**Doctor On Demand, Remote**

**April 2016 – May 2019**

***Clinical Support Technician, June 2017 - May 2019***

Provided remote clinical support by collaborating with providers, pharmacies, and patients to handle prescription related issues; facilitated resolution of medication clarifications, drug interactions and allergies; prescription transfers.

***Member Support Agent, April 2016 – June 2017 (promoted)***

Provided remote support for members and physicians; assisted with technical support and troubleshooting; handled prescription requests; promoted overall satisfaction.

**TeamHealth, Knoxville, TN**

**July 2015 – March 2016**

***Operations Support Specialist***

Provided support related to physician recruiting staff; facilitated resolution of issues related to process changes and software difficulties; tested and approved proprietary software changes; communicated updates to policies and procedures to regional offices.

**PerfectServe, Inc., Knoxville, TN**

**November 2012 – May 2015**

***Client Services Consultant, October 2014 – May 2015***

Provided advanced support and analysis to clinicians and administrators in adapting communications workflows and resolving issues; conducted consultations with clients and implemented revisions to improve functionality of platform-based solutions; provided feedback on standardized best practices and process improvement; acted as an advisor to colleagues

***Help Center Support Specialist, March 2013 - October 2014 (promoted)***

Provided support to physicians and support staff in multiple specialties; optimized information delivery to accommodate communication workflows; promoted proprietary software platform; provided analysis and troubleshooting to customize innovative solutions relating to on-call schedules and communication applications

- Recipient of *PerfectExample Award* for outstanding performance, April 2014

***Service Administrator, November 2012 - March 2013 (promoted)***

Provided timely and accurate transcription services for physicians, support staff, and patients in communicating with healthcare providers

**Texas Roadhouse**

***Manager/Trainer/Server*** Knoxville, TN

Prescott, AZ

Waco, TX

**July 2012 – March 2013**

**November 2011 – July 2012**

**February 2008 – October 2010**

Provided exceptional service to guests; promoted sales; managed and supervised staff of 25-30; ensured guest satisfaction while managing productivity; prepared store for opening/closing including revenue reconciliation

**Banfield Pet Hospital**

***Practice Manager***, Humble, TX

**January 2011 – August 2011**

Managed productivity of staff; profitability and growth of hospital by optimizing inventory and labor costs; provided leadership and motivation to associates; promoted sales and excellent customer service; ensured guest satisfaction while acting as liaison between veterinarians, support staff, and clients

**Assistant Director of Veterinary Technology**, Kingsport, TN

**January 2007 – December 2007**

Provided support to veterinarians during medical procedures; educated clients on recommended care; promoted product sales; assisted with management duties

**Client Service Coordinator**, Johnson City, TN

**May 2005 – December 2006**

Managed reception desk and daily schedule; educated clients on recommended care; promoted product and care package sales; prepared hospital for business; assisted with medical procedures