

# SHATORIA MADRID

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## PROFESSIONAL SUMMARY

Competent, caring, and experienced individual who is highly trained in patient care and customer service. Able to remain calm in emergency situations, collaborate well in a team setting, and communicate effectively with others.

## FORMAL EDUCATION

WASHINGTON ADVENTIST UNIVERSITY: NURSING, B.S.N., R.N. Takoma Park, MD

May 2020

## SPECIALTIES:

Cardiac Tele • IMCU/Stepdown • Medsurg

## EXPERIENCE & KEY ACCOMPLISHMENTS

**MEDICAL SOLUTIONS:** Omaha, NE • **TRAVEL REGISTERED NURSE** 2022-Present

**United Hospital Center • Float Pool** Travel assignment: Jan. 17<sup>th</sup> – Mar. 12<sup>th</sup>

- Facility Type: IV
- Teaching Facility: No
- Total Beds: 264
- Units: Oncology, Cardiac Tele, Med Surg, Neuro, Ortho
- Patient Ratio: 1 to 5

**Inova Fairfax Medical Campus • Trauma Acute Care Surgery** Travel assignment: Mar. 19<sup>th</sup> – Aug. 13<sup>th</sup>

- Facility Type: Level 1 Trauma
- Teaching Facility: Yes
- Total Beds: 923
- Units: Trauma/ Trauma IMC
- Patient Ratio: 1 to 3/4

**PIEDMONT HEALTHCARE:** Stockbridge, GA • **CRITICAL CARE REGISTERED NURSE** 2020-2022

Care for critically ill patients on a cardiac unit

- Caring for patients with CHF, MI, Pneumonia, post cardiac angiography/PCI patients, post cardiac pacemakers, cardiac arrhythmias, vascular issues, patients with other cardiac issues
- Performing EKGs on patients suspected of having heart murmurs, blockages, other cardiovascular complications
- Conduct pulmonary assessments to identify abnormal respiratory patterns
- Educating and treating patients with cardiovascular and pulmonary disease
- Help patients with postoperative rehabilitation and after cardiac surgery such as bypass, angioplasty, pacemaker, etc.
- Qualified in carefully administering IV drips such as dobutamine, amiodarone, bumex, argatroban, heparin, fentanyl, propofol, etc.
- Consult and coordinate with physicians of any change with the patient and modifies patient's treatment based on their response

**PHILZ COFFEE:** Washington, D.C. • **SHIFT LEAD & BARISTA** 2016-2020

Motivate and inspire the Philz team to provide superior quality and service to all customers

- Hold team members accountable for their scheduled shifts; coordinate and plan all scheduled breaks for team members, and ensure all called out shifts are covered
- Communicate the performance of team members to store leads and other team leads to ensure consistency in service
- Assist store leads with executing operations and administrative duties
- Develop strong relationships with customers in the local community

**FLYWHEEL SPORTS:** Washington, D.C. • **CLUB COORDINATOR** 2015-2016

*Provided strong customer service experience and high level of hospitality to boutique cycling studio members*

- Assisted members with billing inquiries, troubleshooted their accounts, and recommended classes that would best suit their needs
- Aided in training new employees on the company's policies and procedures
- Sold boutique retail and made creative suggestions to increase sales
- Helped organize charity events for different organizations, universities, and campaigns

**GREAT HEALTHWORKS:** Hollywood, FL • **QUALITY ASSURANCE ANALYST**

2013-2015

*Evaluated and analyzed calls made by customer service, retention and sales agents for Omega XL agents*

- Oversaw 40 agents daily to ensure correct procedures within company guidelines were followed
- Reviewed, analyzed, and reported trends for customer service, retention and sales agents
- Organized and maintained reports used for company audits
- Provided various methods for achieving good performance in work and increasing work

## LICENSES & CERTIFICATIONS

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**REGISTERED NURSE :WASHINGTON, DC**

2022-2024

- Licensure Number: RN1059419

**REGISTERED NURSE : GEORGIA**

2020-2023

- Licensure Number: RN299569

**BASIC LIFE SUPPORT: AMERICAN HEART ASSOCIATION**

2022-2024

**ADVANCED LIFE SUPPORT: AMERICAN HEART ASSOCIATION**

2022-2024

**NIH STROKE SCALE**

2021-2023

## COMPUTER SKILLS

- Epic: 1-2 years