

# Lorena Parra

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Reduced complaints to a 100%. Led staff meetings for largest unit in Davis Monthan Air Force Base. Developed innovated systems to speed up work conditions and results. Worked under pressure and for highly ranked individuals. Sustained more than 4 positions in 4 years not afraid of change or to learn fast. Great abilities in customer service and exceed in customer satisfaction and persuasion.

## Work Experience

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### **RN Med/Surg Telemetry**

Cross Country Healthcare - Amarillo, TX

August 2022 to Present

### **Registered Nurse**

ProLink Staffing - Honolulu, HI

January 2022 to February 2022

RN Med Surge/Covid/Telemetry/ Emergent relief for FEMA

Level 1 Trauma Facility Queens Medical Center

### **RN**

AHS Staffing - Mesa, AZ

July 2021 to January 2022

PCU float RN/Charge Nurse

Level 1 Trauma Facility. Desert Banner

### **Med/Surg/Tele/Covid/Geriatrics/Oncology Float pool 13 week contract**

Cross Country - El Paso, TX

April 2021 to July 2021

Level 1 trauma facility. University Medical Center

### **Med Surge Nurse/Tele/ED-PCU/Covid/Ortho/Ortho Trauma/Float pool units 13 week contract**

Supplemental Health Care - El Paso, TX

December 2020 to April 2021

Sierra Medical Center. Charge duties in Covid floor

### **RN corrections 13 week contract**

Maxim Healthcare Group - Tucson, AZ

October 2020 to December 2020

Floating between emergencies, clinical duties, wound/ostomy care from ostomies to shoot wounds, Covid pods and monitoring 90+ Covid patients. Med/surge correction setting inside of jail (17 beds divided between long term care, med-surge, observation and covid patients).

Preceptor duties

Week of November 20th to November 26th.

Week of December 14th to December 18th.

Week of December 17th to December 22th.

Charge nurse duties

Week of December 10th

## **RN/PRN**

Dependable health nurses

September 2019 to December 2020

Dependent and independent living care, assessments, medications, delegation, supervision

## **RN**

Tucson Medical Center - Tucson, AZ

June 2019 to October 2020

Med surge/PCU/Tele

## **RN BSN NICU**

Banner Health - Tucson, AZ

February 2019 to June 2019

NICU RN

## **Airmen**

United States Air Force

August 2010 to August 2014

Resolves customer complaints and concerns. Multitasking, filing, and archiving records. Excellent ability to persuade, decreasing complaints. Received employee of the month for 12 months/ 2 employee of the quarter for whole facility

Managed Air Force Hotel Facility "The Air Force Inns". Mainly providing front- desk operations. Making/ cancelling reservations/ billing/payments for individual and group reservations. Reporting maintenance issues/facility inspections. Dealing with difficulties and resolving them at 100% rate. Over sights whole facility over 200 rooms.

Charts and reports in excel/word.in charge of 2 shifts. Served from 1100 to 2000 customers a day. Preparing/cooking/leading and serving in Air Force dining facilities. Responsible for shifts results, production, waste management and customer service. Abundant achievements that led to a 6-month earlier promotion.

Executive assistant /receptionist. Outgoing and Inbound calls. Primary receiver of documents and responsible for processing in a timely manner for base support. Representing leading officers providing great customer service. Preparing and executing events and ceremonies for 1k people quarterly. Organizing staff meetings. Managing calendars and appointments accordingly.

Overseas. Escorting national/internationals inside and outside of transit center maintaining international relations with current employees. Overseeing a transit base of over 100 k people.

## Education

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### **Master's degree in FNP**

Chamberlain College of Nursing-Illinois

January 2020 to Present

### **Bachelor's Degree in Nursing**

Brookline College - Phoenix, AZ

August 2015 to December 2018

## Nursing Licenses

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### **RN**

State: AZ

### **RN**

## Skills

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- RECEPTIONIST (2 years)
- CUSTOMER SERVICE (10+ years)
- RETAIL SALES (1 year)
- MARKETING (Less than 1 year)
- Front Office
- Guest Service
- Front Desk
- RN
- Tube Feeding
- Nursing
- Network Firewalls
- Network Administration
- Microsoft Windows

## Military Service

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### **Branch: USAF**

Service Country: United States

Rank: E4

August 2010 to August 2014

## Certifications and Licenses

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### **BLS for HCP (C)**

#### **CPR**

#### **NRP**

March 2019 to March 2021

### **Stroke certification**

January 2020

### **Sigma Theta Tau Nursing International Honor Society Inductee/Member**

March 2021 to Present

### **Advanced Cardiovascular Life Support (ACLS)**

## Assessments

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### **Nursing Skills: Clinical Judgment — Highly Proficient**

August 2019

Assessing a patient's condition and implementing the appropriate medical intervention.

Full results: [Highly Proficient](#)

### **Nursing Skills: Patient Focus & Orientation — Highly Proficient**

August 2019

Addressing concerns and using sensitivity when responding to needs and feelings of patients

Full results: [Highly Proficient](#)

### **Work style: Conscientiousness — Expert**

September 2020

Tendency to be well-organized, rule-abiding, and hard-working

Full results: [Expert](#)

### **Patient-focused care — Highly Proficient**

April 2022

Responding to patient concerns with sensitivity

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

## Additional Information

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#### Skills:

Analytical Problem-Solving Decision - making Quantitative Skills/Working with Numbers

Arbitrating/Mediating/Resolving Conflicts Dependable /Taking Initiative

Communication/Organized Teaching/Training

Cross Cultural/competence in promoting/Marketing/Selling/ Working in Teams

Customer Service/Public Speaking /Working under Pressure/Meeting Deadlines

Medical skills- Foleys, NG tubes, Vitals, Injections, IV Insertions, IV piggy backs

Qualifications:

Bilingual Spanish/English 100% write/speak/read/translate

Database - dBase Language/Tools - JavaScript Software Packages - MS Multimedia

General Skills - Backup/Restore Utilities Network Administration - Firewalls Software Packages - MS

Netscape Navigator

Help Desk/Tech Support Operating Systems - Windows 95/98/NT/2000/XP Software Packages - MS

Office

Internet Software Packages - Adobe Acrobat Reader Software Packages - MS Outlook

Spreadsheets Software Packages - Firewalls Software Packages - MS PowerPoint

Troubleshooting Software Packages - MS Excel Software Packages - MS Word

Tools - Java Software Packages - MS Internet Explorer Software Packages - WordPerfect