

LaDonna Moore

Registered Nurse

Powder Springs, GA 30127

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Professional Summary

New Graduate Registered Nurse. Proven to excellently handle any medical situation or emergency with the essential skillset to perform under pressure. Self-motivated and organized professional with excellent interpersonal skills as proven in previous roles. Always eager to do something in my career that is challenging, interesting, and improves people's lives.

Core Qualifications

- Customer Service Skills
- Task Management
- Client Relations
- Problem Solver
- Communication Skills
- Self-directed
- Service Oriented
- Dedicated Team Player

Authorized to work in the US for any employer

Work Experience

Registered Nurse (RN)

Grady Memorial Hospital - Atlanta, GA

November 2021 to Present

- Administer medications and treatments, then monitor patients for side effects and reactions
- Utilize the nursing process to create, implement, and evaluate patient care plans with the medical team daily
- Draw blood, urine samples, and other body fluids for lab work
- Operate and monitor medical equipment
- Educate patients and families on treatment, healthy practices, and care plans
- Assures continuity of care and coordinates care across settings

Business Office Manager

Country Gardens Duluth - Duluth, GA

July 2017 to June 2021

- Responsible for verifying accuracy of all information on resident's bill as well as providing the information to generate billing for new resident's or departing residents
- Participates in monthly budget variance conference and reports

- Responsible for generation of all forms for new hires, personnel files and forms necessary to generate payroll for all employees
- Research and respond to resident inquiries regarding billing or any other business office function
- Responsible for dispersing and logging of petty cash including appropriate ledger accounting for cash disbursements
- Responsible for completion of all paperwork for job related injuries and incidents, as well as computer data entry
- Responsible for completion of forms necessary for the generation of accounts payable and assignment of all expenses to the proper department code numbers. Responsible for banking deposits

Staffing Coordinator/Unit Secretary

Douglasville Nursing and Rehabilitation Center, LLC - Douglasville, GA

July 2016 to July 2017

- Answer and direct telephone calls
- Respond to questions and concerns from residents, vendors, family members, and healthcare professionals
- Consistently improve customer satisfaction through resolution of issues and concerns
- File and maintain resident charts
- Maintain a 246-bed nursing department work schedule that adheres to the facility staff to resident ratio
- Schedules and conducts interviews with internal and external nursing department candidates
- Supports adherence to facility attendance, paid time off, leave of absence, and FMLA policies
- Complete, post, and ensure accuracy of a daily schedule per state regulations

Resident Care Director

Oasis At Scholars Landing - Atlanta, GA

November 2015 to April 2016

- Promptly responded to inquiries via telephone, mail, email, and fax
- Resolved resident, family, and staff issues
- Manage the oversight of all the nursing staff and patient care
- Developed highly empathetic relationships and earned reputation for delivering exceptional customer service
- Create a staffing schedule for a team of 20 employees with less than 10% overtime within a 3-month period
- Organize, maintain, and audit wellness charts per company policies and according to state regulations
- Fax reports and scan documents to healthcare professionals to assist in the coordination of care
- Ensure proper and timely notification of all resident condition changes to physicians and family members

Weekend Manager/Team Leader/Medication Aide

Brookdale @ Woodstock Estates - Woodstock, GA

June 2006 to December 2015

- Manage the reception area and serve as a central point of contact to families, vendors, visitors, and staff for any issues or concerns
- Answer and direct phone calls, take and distribute messages
- Resolved resident and family issues
- Developed highly empathetic relationships and earned reputation for delivering exceptional customer service
- Receive, sort, and distribute incoming and outgoing mail

- Process incoming cash receipts, credit card payments, and checks and apply to active client accounts
- Prepare and mail client invoices and process payments of approved vendor invoices
- Perform administrative office support to multiple managers
- File, organize, and audit charts per state relations and company policy
- Administer medications and give treatments according to physician orders and in accordance with state and facility policies
- Document thoroughly in individual charts on condition changes and medication changes

Education

Bachelor's degree in Nursing

South College - Atlanta, GA

October 2021

Bachelor of Science in Healthcare Management

Colorado Technical University - Colorado Springs, CO

2017

Associate of Science in Healthcare Management

Chattahoochee Technical College - Marietta, GA

2015

Skills

- SELF-DIRECTED (Less than 1 year)
- TEAM PLAYER (Less than 1 year)
- EMR Systems
- Administrative Experience
- Payroll
- Medical Records
- Healthcare Management
- Medication Administration
- Patient Care
- Nursing
- Hospital Experience
- Venipuncture

Certifications and Licenses

CPR Certification

RN

BLS Certification

Additional Information

- Communication Skills
- Self-directed
- Service Oriented
- Dedicated Team Player