

Lori Miller

Registered Nurse

Sheboygan, WI
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Authorized to work in the US for any employer

Work Experience

Registered Nurse

HSHS St Nicholas Hospital - Sheboygan, WI
October 2021 to Present

Emergency Department nurse. TNCC/ACLS/PALS/BLS certified. Preceptor. Charge nurse experience. Triage and identify patient complaints and assist in appropriate treatments.

Registered Nurse

Columbia St. Mary's Ozaukee ICU/AAU - Mequon, WI
May 2021 to Present

ICU/AAU unit PRN

Nurse Extern II

Advocate Aurora Health Center - Grafton, WI
January 2021 to April 2021

Under the umbrella of a Registered Nurse I performed duties of the nurse. Providing basic cares, interpreting telemetry, passing medications, administering injections, wound care, assist in ambulation, admissions/discharges, EHR charting, and participating in patients plan of care.

Patient Registrar

Anesthesia Billing White River Medical Center - Batesville, AR
April 2013 to March 2015

- Greeted patients and established purpose of visit to complete check-in procedure quickly.
- Collected and processed copayments and out-of-pocket charges using MEDITECH.
- Verified and entered necessary information such as demographics, employment, and insurance into the patient management system.
- Accessed patient information through variety of office software applications, maintaining strict confidentiality to remain compliant with HIPAA regulations.
- Utilized customer service skills and detailed system knowledge to support hospital and clinic operations.
- Ran statements each month to review outstanding balances and identify accounts in need of collection processing.

Receptionist/Assistant Office Manager LaVida Massage

Fayetteville, AR
December 2011 to October 2012

Fayetteville, AR

- Delivered exceptional clerical support every day, including scheduling appointments, transcribing notes and mailing packages.
- Trained office personnel in call etiquette, administrative procedures and Microsoft Office/scheduling software use to give customers and fellow staff consistent, knowledgeable support.
- Answered calls with friendly and polite approach to engage callers and deliver exceptional customer service.
- Communicated general company information to inquiring customers in a professional and pleasant manner to project a positive company image.
- Evaluated and identified ineffective workflow processes, implements solutions to improve productivity and personnel performance.
- Maintained impeccable office organization to support efficiency, professionalism and performance objectives.
- Collected client payment and balanced drawers.

Retail Sales Associate Bath and Body Works

Fayetteville, AR

September 2011 to December 2011

- Generated brand awareness and positive product impressions to increase sales.
- Restocked shelves, racks and bins with latest merchandise and changed signage to promote special items.
- Processed payments and maintained accurate drawers to meet financial targets.
- Provided every customer with professional and polite support for sales and service needs.

Cashier Oaks

7 Cinema - Batesville, AR

January 2007 to May 2009

- Maintained high productivity by efficiently processing cash, credit, debit and voucher program payments for customers.
- Trained new team members in cash register operation, stock procedures and customer service.
- Maximized customer satisfaction by assisting customers complete purchases, locate items and sign up for rewards programs.
- Updated displays, cases and other customer-facing areas to increase sales of special items.
- Prepared for busy periods by organizing ingredients and restocking supplies for expected loads.
- Maintained order and cleanliness of work areas in conformance with health codes.
- Prepared large batches of theater food according to standard recipes.
- Maintained work areas by cleaning surfaces, equipment and floors, removing trash and providing machinery upkeep.

Education

Associate's degree in Nursing

Bryant And Stratton College - Wauwatosa Wisconsin — Wisconsin - Wauwatosa, WI

2018 to April 2021

General Education

Central Baptist College - Conway, AR

2016 to 2017

High School Diploma

Batesville High School - Batesville, AR

May 2009

Skills

- Switchboard
- Switchboard operation
- Front desk
- Time management
- Cash handling
- Hipaa
- Credit
- Cpr
- Cpr/
- Cpr/bls
- Microsoft office
- Billing
- Clerical
- Epic
- Microsoft Excel
- Word
- Scheduling
- Medical Records
- EMR
- Receptionist
- Excel
- Management
- Outlook
- Insurance Verification
- Triage
- Critical Care Experience
- Nursing
- Experience Administering Injections
- Hospital Experience
- ICU Experience

Certifications and Licenses

driver's license

RN

BLS Certification

TNCC

March 2022 to March 2025

Assessments

Receptionist — Highly Proficient

November 2019

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: [Highly Proficient](#)

Customer focus & orientation — Highly Proficient

November 2019

Responding to customer situations with sensitivity.

Full results: [Highly Proficient](#)

Customer service — Proficient

November 2019

Measures a candidate's skill in evaluating approaches to customer service & satisfaction.

Full results: [Proficient](#)

Written communication — Proficient

November 2019

Measures a candidate's ability to convey written information using proper grammar rules.

Full results: [Proficient](#)

Medical billing — Proficient

December 2019

Understanding the procedures and forms used for medical billing.

Full results: [Proficient](#)

Problem solving — Expert

December 2019

Measures a candidate's ability to analyze relevant information when solving problems

Full results: [Expert](#)

Working with MS Word documents — Highly Proficient

December 2019

Knowledge of various Microsoft Word features, functions, and techniques.

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

SKILLS

- Hospital standards
 - HIPPA/Confidentiality
 - Patient relations
 - Certified CPR/BLS
 - Computer application knowledge
 - Computer proficiency
 - Time management
 - Service-oriented mindset
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- Accurate cash handling
 - Switchboard operation
 - Front desk management
 - Proficient in Microsoft Office Suite
 - Payment processing
 - Cash drawer balancing
 - Credit and cash transactions