

# Jeramicia Arnold

## **Registered Nurse**

Dallas, TX 75201

[jeramiciamundine@gmail.com](mailto:jeramiciamundine@gmail.com)

+1 469 792 6128

Registered Nurse deeply committed to providing quality, compassionate patient care. Nursing background includes L&D and OR circulating.

## Work Experience

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### **L&D RN**

Parkland Health & Hospital System - Dallas, TX

February 2022 to Present

- Completion of Parkland Hospital Labor and Delivery Nurse residency August 2022
- Cared for patients in labor and delivery, post-partum, and operating room
- Collaborated as a part of an interdisciplinary healthcare team; responsible for 1:3 nurse/patient ratio
- Assessed, planned, and evaluated patient care needs during pregnancy, including obtaining patient history and assessing for labor risk factors
- Provided care for patients utilizing fetal and maternal monitoring equipment
- Managed the patient's pain including epidural, iv push medications, and patient-controlled analgesia
- Assisted physician during delivery, treatment, examination, and surgical procedures.
- Provided patient and family education on labor, pain, and newborn care.

### **OPERATION REPRESENTATIVE**

BANK OF AMERICA

October 2015 to Present

- Expert account balancing
- Reviewing and processing transactions for item processing
- Data entry with 10 Key, with the addition of strong keying with no errors
- Last line of defense until the items reach the customer

### **CUSTOMER SERVICE ASSOCIATE**

WAL-MART

August 2013 to November 2015

Manage upset customers, conflicts and challenging situations

### Accomplishments

- \*Became the lead "go-to" person for new customer service associates and particularly challenging situations as one of the company's primary mentors/trainers of both new and established employees.

- \*Completed customer service training to learn ways to enhance customer satisfaction and improve productivity

## Education

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### **ASSOCIATES OF SCIENCE**

COLLIN COUNTY COMMUNITY COLLEGE

December 2017

## Skills

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- Nursing
- 10 Key Data Entry

## Certifications and Licenses

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### **NRP**

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

## Additional Information

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### MANAGEMENT

- Leads and direct others
- Reinforce training by overseeing others when the need arises
- Proficient in Microsoft Office: Word, Excel, PowerPoint

### PLANNING AND ORGANIZATION

- Ability to handle details
- Highly analytical
- Thinks critically to solve problems while sticking to procedure
- Ability to spot errors in information and correct them.

### COMMUNICATION

- Effectively communicated to customers resolutions regarding complaints.
- Trained new employees on policies and procedures.

### LEADERSHIP

- Ability to work effectively as a team member and provide assistance to new and existing associates.