

NICOLE J. MOOREN

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Skills

- Time Management Skills
- Social Perceptiveness
- Critical Thinking and Decision Making
- Compassionate
- Strong Communication Skills
- Customer and Personal Service
- EPIC
- Attention to Detail

Education

- Fox Valley Technical College (FVTC)- Associate Degree Nursing, expected graduation: 12/22
- Northwestern Technical College (NWTC)- Certified Nursing Assistant Certification (CNA), Basic Life Support Certification (BLS)

Work Experience

Patient Service Representative, CNA/HUC, Launch Program, LPN

Aurora Occupational Health, ABMC - Green Bay, Wisconsin 09/2020 to Current

- Communicate with patients, doctors and nurses
- Answer phone calls, schedule/cancel/reschedule appointments
- Remove IVs, vitals, charting, perform EKGs, blood sugars, assist with ADLs, I&Os

Hostess/ Waitress

11/2015 to Current

Hotel Seymour, Jackson Point – Seymour, Wisconsin

- Handle phone calls and customer queries regarding the restaurant and menu options
- Provide excellent wait service to ensure customer satisfaction

ER CNA, HUC, Patient Service Representative

03/2020 to 11/2021

Bellin Emergency Department – Green Bay, Wisconsin

- Perform EKG's, take out IV's, place Telemetry units on patients, call codes, send labs, perform CPR
- Obtain and report vitals such as temperature, blood pressure, pulse, fluid consumption, etc.
- Communicate with ER providers, page other providers, coordinate hospital admissions

ER Patient Access Representative

07/2019 to 11/24/2020

St. Elizabeth Hospital – Appleton, Wisconsin

- Managed patient care in the areas of registration, the emergency department, and throughout the hospital
- Collected critical demographic, insurance and clinical information from patients and enter into MEDHOST, MEDITECH, provided training to new hires
- Schedule procedures for patients while verifying insurance information and payment processing

