

NORWICH [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]



OBJECTIVE

To contribute to the company's success by upholding its vision, mission, and its objectives.

SKILLS

Excellent English spoken and written communication skills
Strong Handle of emotions
Assertive and Flexible
Adaptive and willingness to learn
Keen to details
Ability to establish rapport with patients and other healthcare team members
Have Quality Assurance skills
Basic Life Support (BLS) and Advanced Cardiac Life (ACLS) Support Skills
Triage and patient prioritization
Intravenous Insertion
Computer Literate

EDUCATION

[REDACTED]	[REDACTED]
Bachelor of Science in Nursing	2018-2022

WORK EXPERIENCE

- Triage skills: Performs triage and assigns patients according to level of care.
- Nursing Assessment: Collaborate with doctors and emergency staff in the assessment, planning and implementation of patient treatment.
- Medication administration: Prepare, administer, and record medication.
- Intravenous therapy: Perform intravenous insertion for patients for fluid/electrolyte replacement, medication administration, and blood replenishment.

[REDACTED]	D [REDACTED]
Emergency Room Nurse [REDACTED]	December 2022-August 2024

- Pre-survey total patient chart QA: Check all frequencies are being followed and fix accordingly. Check for consents. If lacking, follow-up Admin staff. Perform QA visit notes for all disciplines, complete/create visit notes as needed, and create communication notes for every missed visit. Post-survey total patient chart QA:
- Apply ideal notes QA, check IDT notes for supplementation, inform admin for any deficiencies, and compile all deficiencies, inconsistencies, and make an end of the day report.

- **Care Coordination:** Serve as a key point of contact between patients and medical providers/admin staff

[REDACTED] [REDACTED]	[REDACTED]
Medical/Virtual Assistant/Clinical Case Manager	August 2024-November 2024

- Client Search: Identify potential clients from home health and hospice agencies in the US [REDACTED]
- Call Handling: Handles outbound calls for potential clients from home health and hospice agencies.
- Communicator: Communicating the clinical services effectively to maintain positive, ongoing business relationships and customer service.

<div>[REDACTED]</div>	<div>[REDACTED]</div>
Client Acquisition Representative	November 2024-May 2025

- Technical QA: checks that all frequencies are being followed and fixed accordingly, creates Supervisory Visits for both Home Health Aid and LVN if lacking, creates a 30-Day PGDM Summary if lacking, and checks if file attachments match the note/order.
- Clinical QA: reviews QA visit notes for all disciplines, completes or creates visit notes as needed, and creates a Missed Visit order for every missed visit if lacking.

[REDACTED]	[REDACTED]
Medical/Virtual Assistant/Clinical Case Manager	January 2025-Present

LICENSURE, TRAININGS, AND CERTIFICATIONS

Nursing Degree holder with Latin Honor (Cum laude) June 29, 2022
[REDACTED] Registered Nurse November 30 2022
ICD 10 Coding Training [REDACTED] September 2024
HIPPA Compliant Trained Certified March 31,2025 [REDACTED]
Advanced Cardiac Life Support (ACLS)- June 6, 2022 [REDACTED] [REDACTED]

	Basic Life Support (BLS)- [REDACTED] [REDACTED] [REDACTED] IntravenousInsertion Therapy [REDACTED] December2022
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[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]