

CLIENT SUCCESS SUMMARY

- Empathetic Healthcare Professional and Digital Marketer with 7+ years experience in client care and organizational management.
- Developed personalized client care plans, resulting in 95% client satisfaction (34% increase YoY) at Overmount
- Created cross-functional initiative to improve compliance and documentation, driving a 15% reduction in errors across organization at Cedarview
- Launched mentorship program with performance evaluations and coaching, leading to 20% increase in staff retention at Cedarview
- Completed Digital Marketing Certification at General Assembly with a focus on paid advertising

WORK EXPERIENCE

OVERMOUNT HOSPITAL

REGISTERED NURSE
January 2018 - Present

- Provided patient-centered care by assessing, planning, and implementing individualized care plans, resulting in a 95% patient satisfaction rating.
- Collaborated with interdisciplinary teams to ensure quality patient care and positive outcomes, resulting in a 10% improvement in patient outcomes.
- Maintained accurate and up-to-date patient records, ensuring compliance with regulations, and contributing to a reduction in medical errors by 15%.
- Demonstrated commitment to patient satisfaction, resulting in 95% patient satisfaction rating.

CEDARVIEW HOSPITAL

REGISTERED NURSE
January 2016 - December 2017

- Managed a team of nursing staff, providing leadership and direction to ensure quality patient care.
- Implemented new patient care protocols, resulting in a 15% improvement in patient outcomes.
- Conducted performance evaluations and provided coaching and mentoring to nursing staff, lead to 20% increase in staff retention.
- Collaborated with interdisciplinary teams, including physicians and healthcare administrators, to ensure efficient and effective patient care delivery, resulting in a 10% reduction in patient wait times.

CEDARVIEW HOSPITAL

**HOSPITAL ADMINISTRATION
INTERN**
May 2014 - December 2015

- Conducted research and analysis on hospital processes, making recommendations for improvements, resulting in a 10% increase in patient satisfaction.
- Contributed to a 10% increase in patient satisfaction through the implementation of improved processes and procedures.

EDUCATION

GENERAL ASSEMBLY

**DIGITAL MARKETING
CERTIFICATION**
September 2022 - December 2022

UNIVERSITY OF COLORADO - BOULDER

BACHELORS OF SCIENCE, NURSING
January 2015 - December 2015

SKILLS

Relationship Building
Data Analysis
Customer Satisfaction
Microsoft Office