

# JESSICA CLAIRE

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100 Montgomery St. 10th Floor • (555) 432-1000 • resumesample@example.com

## Professional Summary

Registered nurse professional with 12 years of experience providing holistic patient centered care to patients. RN with a steadfast commitment to quality care and preventative care advocacy, currently utilization management nurse working in collaboration with others to evaluate medical services based on CMS Coverage Guidelines review criteria. Applied clinical knowledge at McLeod Addictive Treatment center as Charge Nurse Manager overseeing care for 730 clients, coordinating services and providing high quality healthcare. Strong decision maker who understands the importance of compassion and patience. Extensive experience recruiting, developing, and managing clinical staff. Expert in planning and organizing activities consistent with agency goals and mission. Four years' experience in Critical Care at Caromont Regional Medical Center. Well-organized and forward-thinking at managing patient needs.

## Skills

- Medication administration expert
- Skilled in conducting physical examinations
- Skilled cardiac care nurse
- IV drug therapy management
- Diabetes, Hospice and Stroke Patient Care
- Competent in MCG Inpatient & Surgical Care
- Competent with Medicare Guidelines
- Staff training and development
- Critical thinking proficiency
- Proven patience and self-discipline
- Personal and professional integrity
- Build relationships and coordinates team building activities

## Work History

### Utilization Management Nurse, 02/2015 to Current

Humana Inc. – Leesburg, FL

- Conduct Utilization Reviews, admission review, post-discharge calls and discharge planning.
- Responsible for handling increasingly complex cases and disease states to ensure members receive guidance.
- Verifies member participation plans, and resources related to specialty networks, provides knowledge of benefit plan inclusions and details of the plan design.
- Provides resources to Humana Plan members so they can utilizing care alternatives that fit their personal needs.
- Provide alternative services when unnecessary services are identified provide information on care delivery settings available.
- Maintain close contact with facilities and providers to ensure members receive excellent care and resources needed.
- Perform needed assessments, information on treatments, provides education on new medications.

### Registered Nurse • Nursing Staff, 02/2004 to 08/2015

Caramont Regional Medical Center – City, STATE

- Perform need screening, information related to diagnostic treatment and other services that may be needed.
- Educates families and patients on chronic diseases and new treatments being provided.
- Monitored and assess vitals, set up PCA and other medication pumps. Provided IV fluids and medication, follow orders provided by interdisciplinary team.
- Uphold ethical standards and provide autonomy for independent decision-making and provides guidance when needed.
- Provides setting for open communication to establishes rapport with patients and colleagues.
- Performs all necessary intervention with a patient-centered focus, delegates task when necessary to ensure adequate care is provided.

### Charge Nurse Manager, 06/2014 to 12/2014

Nursing • McLeod Addictive Disease Center – City, STATE

- Organized and provided coordination of care and Management of care for a 730-client clinic.
- Carefully selected, developed and retained qualified staff, as well as trained all new incoming staff.
- Educates to patients on detox and withdrawal signs and symptoms .
- Provides education on medications, provides information on addiction, provides intervention on coping skills and community resources information.
- Contributed to and participated in community education projects to foster widespread understanding of the prevention and treatment of illnesses.
- Responsible for primary care, case management and medication management of 730 clients.
- Managed team of medical support personnel.
- Monitors and evaluates staff members performance and provides goals. Gives feedback when needed. Coaches and disciplined staff as needed.
- Served as liaison between management, clinical staff and the community.
- Simultaneously served as Charge Nurse and Nurse manager of addictive disease center.

## Education

### Bachelor of Science in Nursing: Nursing, 06/2021

Grand Canyon University - Phoenix, AZ

### Associate of Science: Nursing, 05/2008

Queens University Of Charlotte - Charlotte, NC

- Associate of Science: Nursing
- Coursework in Acute Care Nursing
- Coursework in Diabetes Management
- Coursework in Adult and Family Health
- Coursework in Mental Health

## Certifications

- Basic Life Support (BLS) Certification 2014 to present

- CPR certified through American Heart Association

- Registered Nurse -North Carolina, License 224656