

# Example Resume

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### Work Experience

#### UHS Psychiatric Hospitals: August 2008- Present

- Arbour HRI (Boston Location): August 2008- August 2012
- Rockford Center (Newark Location): October 2012- Present

#### Positions (Primary):

- Mental Health Worker Supervisor (August 2008-June 2009)
- Promoted to Administrative Auditor (June 2009)

#### Positions (Secondary, as needed):

- Administrative Assistant
- IT Assistant
- Covering Mental Health Worker Supervisor
- Receptionist

### Duties/Responsibilities

#### As Mental Health Worker Supervisor

- Supervised the Acute Psychiatric Care Unit
- Developed and implemented patient smoking policy
- Revised ID program to reduce medication errors
- Developed, implemented, and trained staff on new computerized vitals log system increasing efficiency and virtually eliminating transcription errors
- Wrote new vitals policy in tandem with new computerized vitals log system
- Trained new staff and assisted in interviewing potential employees.
- Promoted to administration in July 2009

#### As Administrative Auditor

- Supervised physicians, social workers, and registered nurses' medical documentation for Medicare compliance. Compliance more than tripled under my tutelage.
- Created Excel spreadsheet tools to both monitor and auto-calculate

success percentages for Medicare, JCAHO, and internal clinical pertinence standards. Calculations were previously done by hand and were very time consuming. Forms were later modified to work in both other departments and other UHS hospitals.

- Evaluated and modified computerized chart documentation, resulting in a more user-friendly and less error-prone system.
- Led internal peer performance review (PPR) identifying areas in need of improvement and developed a plan of action to amend identified problem areas.

## **Skills and Accolades**

- Multiple achievement recipient, including but not limited to: Employee of the Month, Service Excellence Award, and De-escalation Champion.
- Led an emergency fire evacuation acting as a liaison between the Fire Department, CEO, MDs, RNs, patients and supervisors.
- Served as Information Technology assistant helping maintain hospital PCs and serving as staff support during hours when the IT department was unavailable.
- Worked in multiple departments: Administration, Information Technology, Nursing, and Reception.

## **TECHNOLOGY SKILLS**

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### **Computer Hardware**

- Knowledge of internal PC components including, but not limited to, motherboards, GPU, CPU,, and internal/external connectivity devices, such as PCI, AGP, SATA, EIDE, VGA, HDMI, DVI, USB and Firewire.
- Experience building several custom PCs.

### **Propriety Software**

- Experienced in Microsoft Windows 95/98/Me/XP/Vista/7/8/10
- Experienced in Microsoft Office, particularly in Word and Excel.
- Experienced with common Windows applications: IE, Networking Neighborhood, Firefox, Chrome.

### **Open Source Software**

- Experienced with Linux: Debian, Ubuntu, Linux Mint, OpenSUSE, Fedora.
- Experienced with LibreOffice and OpenOffice Suites.
- Terminal experience with basic commands; ex: mkdir, sudo, cd, and make.

## **EDUCATION**

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### **University of Massachusetts Amherst**

- Graduated September 2005 with a B.A.
- Graduated with Honors
- Dual Major: Psychology and Film Sequel Studies

