

# Bernadette Burks



West Kennebunk, ME



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LinkedIn: bernadetteburks

## SKILLS

### Supervisory/Admin

Staff Scheduling  
Payroll/Timesheets  
Billing/Inventory  
HR Communications  
Performance Reviews  
Meetings (Virtual & In-Person)  
Electronic Health Records  
Microsoft Suite, Google, iOS

### Coding, Engineering, & Data

R & R Studio  
SQL & MySQL Workbench  
Python  
Sublime Text/VS Code  
GitHub & GitPages  
HTML, CSS, JS, Bootstrap  
Shiny, Kaggle, TensorFlow  
Machine Learning Models  
(Build/Test Using R & Python)

## EDUCATION

**Master of Science (MS) in  
Data Science & Analytics,**  
New England College, 2025  
(in progress)

**Bachelor of Fine Arts (BFA)  
in Painting,** Maine College of  
Art & Design, 2015

## CERTIFICATIONS

Education Technician, 2025  
AHA Basic Life Support, 2024  
CompTIA A+ Certificate, 2022  
Front End Developer, 2020  
Medical Assistant, 2020

## PROFILE

Hello! My name is Bernadette and I am a grad student at New England College studying Data Science and Analytics. I have experience working in high-energy clinical environments including ERs, ICUs, urgent care, and community health/mental health services. In the last few years, I began pivoting to IT roles, as connecting people with technology has been a lifelong passion of mine. I am patient, adaptable, discerning, and kind!

Currently, I am seeking part-to-full time roles in the Southern Maine area. I am especially excited about exploring companies with room to grow in data and information services. Looking forward to meeting you!

## PROFESSIONAL EXPERIENCE

### SWEETSER, SACO, ME

2023 – PRESENT

ED TECH III & BARN STAFF (APRIL 2024 – PRESENT)  
SUPERVISOR, SACO ADULT CRISIS (SEPT 2024 – MARCH 2025)  
CRISIS RESIDENTIAL COUNSELOR, SACO ADULT CRISIS (APRIL 2024 – SEPT 2024)  
APPLICATION SUPPORT SPECIALIST, IT (DEC 2023 – APRIL 2024)

A wonderful company who has encouraged me to pursue many different opportunities from within! I started in IT, doing Help Desk, Software & Hardware Support. Unfortunately, this department could not reduce my hours for grad school, so I went on to pursue other roles within Adult Crisis Support and School-Based/Farm Support. I have been enriched by the variety of skills I have been able to obtain.

### EXETER HOSPITAL, EXETER, NH

2022 – 2023

#### IS DESKTOP SUPPORT TECHNICIAN

Hospital software, hardware, and network support for healthcare staff in a high-pressure, acute care environment. Imaging, software installation, workstation management, and documentation skills obtained. Worked independently and as a team throughout several buildings on-campus resolving standard to complex IT projects. Left to live closer to family in Maine.

### HOSPITALS AND CLINICS, ME, NH, MA

2012 – 2023

#### CLINICAL TECHNICIAN

Employed in a variety of clinical healthcare settings as both staff and travel nursing assistant, laboratory assistant/phlebotomist and medical assistant. Highly skilled phlebotomist w/ advanced-level patient care experience.

TRAVEL MEDICAL ASSISTANT, IMPACT HEALTH BIOMETRIC TESTING, NH/MA  
TRAVEL CNA - ASSISTED LIVING/SKILLED NURSING, INTELYCARE, INC., QUINCY, MA  
MEDICAL ASSISTANT - CAREWELL URGENT CARE, SOMERVILLE, MA  
CRITICAL CARE TECHNICIAN, NEURO ICU – MASS GENERAL HOSPITAL, BOSTON, MA  
EMERGENCY DEPARTMENT TECH – ST. MARY'S REGIONAL MC, LEWISTON, ME  
CRITICAL CARE TECHNICIAN, MEDICAL ICU – CMMC, LEWISTON, ME  
PHLEBOTOMIST/LAB AIDE – FRISBIE MEMORIAL HOSPITAL, ROCHESTER, NH  
PHLEBOTOMIST II – SOUTHERN MAINE HEALTH CARE, BIDDEFORD, ME