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## COURTNEY GALVIN

**OBJECTIVE** To obtain a job in Quality Improvement or Research within a hospital setting.

**SKILLS & ABILITIES**

- Excellent collaboration and communication skills.
- Ability to work independently and as part of a team.
- Ability to multi-task and work in high stress situations.
- Great attention to detail.
- Computer skills including, but not limited to, Word, Excel, and PowerPoint.
- Experience with Power Chart and Epic.
- Clinical experience with patients and families on an inpatient unit.
- Data entry.

### EXPERIENCE

#### **INTERN, BOSTON CHILDREN'S HOSPITAL**

05/2015-Present

Currently assisting the Department of Neurology's Quality Improvement team. Work closely with the Program Coordinator and Data Analyst. Collect data and analyze patient charts. Often use Excel, Power chart, Epic and Redcap. Have taken meeting management, problem solving and difficult conversation workshops during my time here. In the process of completing courses online from the Institute for Healthcare Improvement.

#### **CLINICAL ASSISTANT, BOSTON CHILDREN'S HOSPITAL**

02/2011-Present

Provide basic direct patient care. Assist patients with feeding and hygiene. Obtain, measure and record routine information such as vital signs and point of care testing. Perform other related duties according to specific needs of the unit.

#### **SERVER, RAIDER TAVERN**

07/2014-5/2015

Provided excellent customer service in a high volume setting. Worked as a team member to ensure an exceptional customer experience.

### EDUCATION

#### **UNIVERSITY OF MASSACHUSETTS BOSTON - BOSTON, MA - HEALTH SCIENCE**

Officially graduated in August 2015. Currently in the process of completing a 12 credit internship. Relevant course work includes Anatomy &

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|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|             | Physiology I and II, Applied Kinesiology, Microbiology, Physiological Chemistry, Child Growth and Development, Statistics for Health Professionals, Physical Activity and Health, Health Behavior Change, Wellness Coaching Techniques and Research Methods I and II. |
| RECOGNITION | Recipient of Exceptional Care Exceptional Service recognition from coworkers for excellence in teamwork and knowledge at Boston Children’s Hospital.                                                                                                                  |
| REFERENCES  | Available upon request.                                                                                                                                                                                                                                               |

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