# Victor Chan

Program Coordinator @ UCSF | BSN @ SFSU | Aspiring Critical Care Nurse

@ victorchan617@icloud.com | ✉ victor.chan@ucsf.edu | in https://linkedin.com/in/chanhoi/

## Education

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| **San Francisco State University** | **Aug 2024 - May 2026** |
| Nursing | Bachelor of Science |

- Teaching Assistant: N311, Fundamentals Lab (Spring 2025, Fall 2025).

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| **Laney College** | **Aug 2022 - May 2026** |
| General Education & Pre-Nursing | Transfer |

## Experience

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| **San Francisco State University** | **Sep 2024 - Present** |
| Student Nurse | San Francisco Bay Area |

- **Zuckerberg San Francisco General:** Acute Care Elders, Med-Surg (60 hrs) | **CPMC Van Ness:** L&D, NICU, Postpartum (144 hrs) | **UCSF Benioff Children's Oakland:** Pediatric Med-Surg (144 hrs) | **CPMC Mission Bernal:** Medical-Surgical (144 hrs) | **UCSF-Citywide:** Intensive Behavioral Case Mgmt (144 hrs) | **Community Health Outreach:** Low-Income & Senior Living (60 hrs).

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| **University of California, San Francisco** | **Jan 2025 - Present** |
| Program Coordinator | San Francisco, California |

- Oversee 23 trainees in the Highway to Certified Nurse Assistant and Highway to Emergency Room Technician programs in partnership with Oakland Unified School District and Alameda Health Systems; provide direct operational guidance and clinical briefs.
- Founded and authored a comprehensive 100+ pages of proprietary clinical curriculum and digital platform (oahtw.org) for CNA, EMS, and Phlebotomy training, incorporating advanced EKG interpretation, TMU test-taking strategies, and hands-on clinical lab practice.
- Achieved significant gains for the FY-25 cohort by increasing first-attempt full CNA certification from 0% to 41%, written exam (TMU) pass rates from 10% to 75%, and practical exam pass rates from 0% to 67% compared to the previous year.
- Authored and co-presented "Clinical Training Programs for Transitional Age Youth in Healthcare" at the 2025 Linked Learning Alliance Conference attended by 300+ healthcare, education, and policy stakeholders.

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| **University of California, San Francisco** | **Jan 2024 - Dec 2024** |
| Case Manager | San Francisco, California |

- Managed 10 Highway to ER Tech trainees and served as a primary liaison for program leadership across 3 emergency department sites, establishing improved communication channels to enhance clinical coordination.
- Increased FY-24 cohort first-time pass rates by 30% and overall pass rates by 40% through the design and facilitation of targeted study sessions and exam preparation strategies.
- Collaborated on grant proposals to secure program funding, including serving as a Lead Author for the Bay Area K16/UC Berkeley CEP award ($7,350) and Contributor for the CA EDD Opportunity Young Adult Pathway Program award ($1,940,425).

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| **UCSF Health** | **Feb 2023 - Apr 2023** |
| Emergency Room Electrocardiogram Technician Extern | San Francisco, California |

- Performed 12-lead EKGs for a high volume of patients in the Emergency Department, ensuring precise lead placement and technique to provide the medical team with clear, diagnostic-quality tracings.
- Explained the EKG procedure to patients in acute distress to reduce anxiety and ensure cooperation, which minimized artifact and movement for more accurate results.
- Assisted the clinical team by responding quickly to EKG orders, prioritizing patients based on the urgency of their symptoms, such as chest pain or shortness of breath, to support rapid diagnostic assessment.

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| **UCSF Health** | **May 2022 - Aug 2022** |
| Emergency Room Technician Trainee | San Francisco, California |

- Performed EKGs and set up cardiac monitoring for patients immediately upon arrival, providing the nursing team with critical data needed for rapid assessment and treatment in a high-volume ER.
- Partnered with a team of 12 nurses to manage care for 80+ patients during peak surge hours, taking the initiative to complete clinical tasks and organize patient belongings to keep the unit running smoothly during busy shifts.
- Improved department efficiency by preparing patients for monitoring and procedures as soon as they were roomed, ensuring that the clinical team could focus on immediate medical interventions.

## Skills

Bedside patient support, lab standards, cardiac monitoring support, infection control, electronic health records, clinical resource design, clinical education, bilingual patient advocacy

## Languages

**Native Bilingual**
English and Cantonese