

SALLY J. SMITH, BSN

Atlanta, GA 30311 | (404) 555-1234 | sally.j.smith@gmail.com

CAREER PROFILE

Compassionate and results-driven Registered Nurse with over 10 years of progressive clinical experience spanning medical assisting, licensed practical nursing, and registered nursing roles. Proven ability to deliver high-quality, patient-centered care in fast-paced hospital and ambulatory settings. Recognized for clinical excellence, interdisciplinary collaboration, and commitment to improving patient outcomes through evidence-based practice and technology integration.

PROFESSIONAL EXPERIENCE

Kaiser Permanente, Atlanta, GA

2014 - Present

Registered Nurse (RN) | 2022 - Present

- Deliver high-quality, patient-centered nursing care to diverse populations across medical-surgical and outpatient units, consistently achieving patient satisfaction ratings above 95% while maintaining strict adherence to Kaiser Permanente's safety and clinical care standards.
- Collaborate with interdisciplinary care teams to design and implement individualized care plans and enhanced discharge protocols, contributing to a 15% reduction in hospital readmission rates and measurable improvements in overall care continuity.
- Spearhead patient education programs focused on chronic disease management and medication adherence, resulting in a 25% improvement in adherence rates and a sustained decline in readmissions for diabetes and hypertension patients.
- Serve as charge nurse on a rotating basis, overseeing daily operations, coordinating staff assignments, and ensuring appropriate patient coverage across units while maintaining a positive, efficient team environment.
- Train, mentor, and support new nurses and clinical staff, fostering professional growth, building team competence, and promoting a culture of collaboration and excellence in patient care delivery.
- Recognized for driving continuous improvement initiatives that enhanced patient outcomes, boosted satisfaction scores by 15% over three years, and reinforced Kaiser Permanente's reputation for quality care.

Licensed Practical Nurse (LPN) | 2018 - 2022

- Delivered high-quality, evidence-based nursing care to diverse patient populations across medical-surgical and outpatient settings, performing wound care, medication administration, and vital sign monitoring with precision and compassion.
- Partnered with physicians and interdisciplinary teams to provide preventive and acute care services that enhance care coordination, improve patient outcomes, and maintain compliance with Kaiser Permanente's clinical and safety standards.
- Implemented a documentation accuracy initiative that reduced charting errors by 30%, strengthening regulatory compliance and improving communication across care teams.
- Managed patient triage calls and coordinated timely follow-ups, improving response times and ensuring continuity of care across multiple high-volume clinics.
- Served as a key contributor during the Epic transition, training staff on best practices for documentation and system navigation, which improved workflow efficiency and data accuracy.
- Earned multiple performance awards, including the **Kaiser Permanente Care Excellence Award (2020)** and **Excellence in Patient Care Award (2021)**, in recognition of outstanding teamwork, patient advocacy, and consistently exceeding performance benchmarks.

Certified Medical Assistant (CMA) | 2014 - 2018

- Assisted physicians in outpatient clinical procedures, conducted patient intake, and maintained accurate medical records for over 30 patients daily.
- Implemented process improvements in patient scheduling and chart preparation that increased clinic efficiency by 20%.
- Earned "Employee of the Quarter" for excellence in patient care and commitment to continuous improvement.

TECHNOLOGY SKILLS

- **Electronic Health Records (EHR):** Epic, Kaiser Permanente HealthConnect, Cerner
- **Clinical Systems:** Pyxis MedStation, Omnicell, Telehealth Platforms, Remote Monitoring Tools
- **Data & Documentation:** Microsoft Office Suite (Word, Excel, Outlook, Teams), SharePoint
- **Scheduling & Workforce Systems:** Kronos, Smart Square
- **Communication Tools:** Secure Chat, HIPAA-Compliant Messaging Systems

LICENSES & CERTIFICATIONS

- Registered Nurse (RN) – Georgia Board of Nursing, License # [Number]
- Licensed Practical Nurse (LPN) – Georgia Board of Nursing, License # [Number]
- Basic Life Support (BLS) – American Heart Association
- Advanced Cardiac Life Support (ACLS) – American Heart Association
- IV Therapy Certification

EDUCATION

Bachelor of Science in Nursing (BSN) | Chamberlain University, Atlanta, GA | 2022

Diploma in Practical Nursing | Atlanta Technical College, Atlanta, GA | 2018

Medical Assistant Certificate | Gwinnett Technical College, Lawrenceville, GA | 2014