

SOFIA RAMIREZ, BSN, RN

Clinical Operations | Quality Improvement | Healthcare Administration

Chicago, IL | (312) 555-0147 | sofia.ramirez@example.com

PROFESSIONAL SUMMARY

Registered nurse with 7+ years of experience in acute care, charge nursing, and unit-level process improvement. Skilled in staffing coordination, patient flow, performance reporting, and interdisciplinary collaboration. Completing an MHA and seeking a healthcare administration role supporting efficient operations, quality outcomes, and patient experience.

CORE COMPETENCIES

Clinical operations • Staff scheduling • Patient flow • Quality improvement • KPI reporting
Patient experience • Policy implementation • Audit readiness • Staff onboarding

Tools: Epic EHR, Microsoft Excel (PivotTables, lookups), PowerPoint, Teams

PROFESSIONAL EXPERIENCE

Charge Nurse / Registered Nurse - Medical-Surgical Unit

Lakeside Community Hospital | Chicago, IL | June 2022 - Present

- Coordinate daily assignments for 12 nurses and nursing assistants on a 32-bed unit, aligning coverage with patient acuity and escalating staffing gaps to the nurse manager.
- Partnered with case management and physicians to redesign discharge checklists, reducing average discharge processing time by 18% over six months.
- Track overtime, staffing coverage, and patient experience trends in Excel; prepare monthly summaries to support nurse manager staffing and resource decisions.
- Led a documentation improvement project that increased unit audit compliance from 88% to 97% through targeted coaching and weekly chart reviews.
- Precepted 10 newly hired nurses and standardized orientation checklists to improve onboarding consistency and readiness for independent assignments.

Registered Nurse - Telemetry

Westbridge Medical Center | Chicago, IL | July 2019 - May 2022

- Managed care for 4-5 patients per shift, coordinating with physicians, therapists, and case managers to support safe transitions and timely discharge planning.
- Served on the unit quality council; helped implement hourly rounding and fall-prevention practices that contributed to a 15% reduction in falls over 12 months.
- Supported EHR workflow training for 15 colleagues and reinforced consistent handoff documentation during a unit process update.

EDUCATION

Master of Healthcare Administration (MHA) | Expected May 2027

Northfield University | Chicago, IL

Relevant coursework: Healthcare Finance, Operations Management, Quality & Patient Safety

Bachelor of Science in Nursing (BSN) | May 2019

Prairie State University | Springfield, IL

LICENSURE & CERTIFICATIONS

Registered Nurse, Illinois - Active | Basic Life Support (BLS) | Advanced Cardiovascular Life Support (ACLS)