**NURSE MANAGER RESUME**

Jolene Williams

MSN, RN, CNML

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**Objective**

Committed and responsible Clinical Nurse Manager with 10+ years of professional experience. Specialized in the implementation of RN-specific duties as well as oversight and streamlining of administrative functions. Eager to join Beth Israel Medical Center to support scheduling, directing and implementing the daily functions of assigned departments. In previous roles improved patient satisfaction scores by 40% and maintained employee turnover <2%.

**Work Experience**

**Nurse Manager, Coler-Goldwater Hospital, New York City, NY, 20XX–Present**

* Supervised 15+ members of clinical staff involved in a variety of clinical operations such as Case Management, Disease Management and/or Utilization Management.
* Hired, trained, conducted performance reviews, and ensured staff met and exceeded goals and initiatives.
* Offered professional guidance, supervision, and leadership to staff.
* Devised, evaluated, implemented, and streamlined protocols and standards of assigned units.
* Cooperated closely with doctors, FNPs and other specialists.
* Maintained a staff turnover rate below 2%.
* Achieved an 80% increase in Telemetry certification of staff nurses within 8 months.
* Devised and implemented cost containment and marketing plans that increased margins from -15% to +45% in an 8-month period.

**Assistant Nurse Manager, Deus Irae Medical Center, New York, NY, 20XX–20XX**

* Managed the delivery of nursing services and patient care to meet quality, clinical and utilization standards as well as performance measures.
* Ensured patient care and quality standards were met and complied with federal, state, and local regulatory requirements as well as established departmental policies.
* Supervised day-to-day activities of the unit, incl. monitoring quality of service and utilization standards, supervising shift activities, and delivery of patient care.

**Education**

**Bachelor of Science, Nursing**

Adelphi University, New York, NY

20XX

**Associate of Science, Nursing**

University at Buffalo, New York, NY

20XX

**Licenses and Certifications**

* Registered Nurse—Licence #9264920
* ACLS
* CNML
* CENP
* CPR
* CCM

**Key Skills**

* Leadership skills
* Admitting and discharging
* Meditech documentation
* Patient/family education
* Knowledge of managed care program policies and procedures
* Knowledge of managed care and insurance industry
* Verbal, written, and interpersonal communication skills
* PC proficiency (MS Office, Apple iWork)
* Analytical skills and sound clinical judgment
* Nursing Practice Act, JCAHO