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CARLE FOUNDATION HOSPITAL

611 W PARK ST, URBANA, IL 61801

CONTACT

1204 Briarcliff Dr
Rantoul, IL 61866
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217-621-9654

02/04/2022

Dear Carle Foundation Hospital,

Thank you for the opportunity to apply for the RN Nurse Residency role at your hospital. After reviewing your job description, it's clear that you're looking for a candidate that is extremely familiar with the responsibilities associated with the role and can perform them confidently. Given these requirements, I am certain that I have the necessary skills to successfully do the job adeptly and perform above expectations.

I am a hard-working college student (2.74 GPA, BSN) currently attending Lakeview College of Nursing. During the course of my academic career, I also managed to work part-time alongside of classes. I had the privilege of working for Walgreens in a pharmacy technician role, where I learned valuable professional skills such as clinical services, customer service and drug utilization review. In both my academic and professional life, I have been consistently praised as focused by my professors and peers. Whether working on academic, extracurricular, or professional projects, I apply proven teamwork, communication, and critical thinking skills, which I hope to leverage into the RN role at your company.

After reviewing my resume, I hope you will agree that I am the type of competent and competitive candidate you are looking for. I look forward to elaborating on how my specific skills and abilities will benefit your organization. Please contact me at (217) 621-9654 or via email at

MW Morgan Wagner

RN Nurse Residency

CAREER OBJECTIVE

Hard-working nursing major (2.77 GPA) currently attending Lakeview College of Nursing, with 4+ years of work experience. Aiming to leverage a proven knowledge of clinical services, integrated health care delivery, and managed care skills to successfully fill the RN position at your hospital. Frequently praised as focused by my peers, I can be relied upon to help your hospital achieve its goals and patient-focused care.

EXPERIENCE

SERVER

Texas Roadhouse / Champaign, IL / August 2020 - Present

- Dedicated to ensuring customer service satisfaction by remaining accessible and friendly
- Exceptional interpersonal and team building skills with an aptitude for building rapport with a diverse range of customers, managers, and colleagues; talent for quickly resolving issues prior to escalation
- Skilled at anticipating, identifying, and fulfilling guest needs and clarifying special orders
- Successful multitasking while remaining professional and courteous in fast-paced environments

Pharmacy Technician

Walgreens Pharmacy / Mahomet, IL / April 2019 – August 2020

CVS Pharmacy / Savoy, IL / July 2017 – March 2019

- Receive written prescription or refill requests and verify that information is complete and accurate
- Establish or maintain patient profiles, including lists of medications taken by individual patients
- Maintain proper storage and security conditions for drugs
- Answer telephones, responding to questions or requests
- Prepack bulk medications, fill bottles with prescribed medications, and type and affix labels
- Clean and help maintain equipment or work areas and sterilize glassware, according to prescribed methods
- Assist customers by answering simple questions, locating items, or referring them to the pharmacist for medication information
- Receive and store incoming supplies, verify quantities against invoices, check for outdated medications in current inventory, and inform supervisors of stock needs and shortages
- Work in a team setting and rely on sufficient interpersonal skills

CONTACT

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EDUCATION

Undergraduate

Parkland College
Champaign, IL / 2020
Southern Illinois
University of
Edwardsville, IL / 2019

B.S. NURSING

Lakeview College of
Nursing
Darville, IL / Present

CERTIFICATIONS

Basic Life Support
Certified Pharmacy
Technician

SKILLS

Problem Solving
Adaptability
Focused
Strong Work Ethic
Time Management
Critical Thinking
Handling Pressure
Leadership

Professional References:

Brittney Lawson – Professor 217-264-2032 blawson@lakeviewcol.edu

Tasha Unrein – Professor 217-709-0943 tunrein@lakeviewcol.edu

Allison Thomas – Healthcare Nurse 217-621-7091 athomas8611@gmail.com

Behavioral Questions:

1. Tell me about a time a patient or their family was dissatisfied with the care they were receiving. How did you manage it?
 - a. During clinical my first semester of nursing school, I was taking care of a patient who had come to the emergency department for shortness of breath and dizzy spells. Upon her initial admission to the emergency department, she had to use the restroom. My patient hit her call light and waited 10 minutes for the hospital staff to help assist her into the bathroom. Once inside the bathroom, she was instructed to pull the rope on the side of the wall to alert the staff she was done. After yanking the rope, my patient waited for an additional 15 minutes before she decided to get up and try to wash her hands. During these moments, my patient experienced a fall where she injured her head and back. Once she was found, the patient was assessed, and help brought back to her room. My time on the clinical floor was used to help my patient talk with hospital case management. I used therapeutic communication to talk to her about the accident, including her feelings afterwards. I helped my patient to clean up after our time with the case manager, and she expressed her gratitude. She had felt so much better after getting clean and talking to management, her care seemed to be making a turn for the better.
2. Tell me about a time you went above and beyond for a patient or their family.
 - a. Over the past summer, I had clinical in the medical-surgical inpatient setting when my patient expressed her fears after discharge. My patient was a frail, elderly woman with a past medical history of falls, including two major medical illnesses. Due to the exacerbation of one of her diseases, she had been admitted to the hospital for 2 weeks. The patient had been living at home, alone since the passing of her husband 4 years ago. She had no children or caretakers, and therefore was trying to decide between a nursing home and a home health aide. We discussed her options for over an hour until case management arrived to help plan. When the hospital employee disagreed with our opinions, I fought for my patient and her wants and needs. Eventually, my patient called a family friend who helped her come to her final decision regarding her care. After that clinical, I realized that there are thousands of patients who lack the emotional support of friends and family when making medical decisions. As healthcare workers, it is essential for nurses to fight for their patients' rights and needs. Sometimes, the patients we care for every day need us to go above and beyond for their care.

3. You are caring for a client that you have had for 3 days in a row. After reviewing your client's vitals, you see that their blood pressure is decreased, their pulse is increased, their urinary output is decreased, and they are increasingly confused. When you call the provider, they dismiss your concerns and do not give you any new orders. What do you do?
 - a. The first step I would take is reassessing my patient. With this assessment information and vitals in mind, I would try to call the provider again. If I am able to reach the provider, I would provide specific information about the patient's current status including the physical assessment, vital sign, and laboratory data. In the case where the physician still dismisses my concerns, I would next go to my charge nurse on the floor. The patient's health and safety is of number one priority, therefore I would follow the proper chain of command when addressing an issue such as this one. A decreased blood pressure and increase pulse can be life threatening for a patient. My first concern is a lack of oxygen supply in the body, putting the patient at risk for shock. After informing my charge nurse and allowing them to take the necessary steps, I would continuously monitor my patient. During this time, I would also plan to update my primary physician with any and all updates the patient may have. Although the most important task is taking care of my patient, I do have to keep in mind respecting the chain of command and attending physician.