



# John Bergsen

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## Key Skills

Patient health monitoring

Infection control compliance

EHR system management

Team training and mentoring

Basic Life Support (BLS) Certified

A CNA with six years of experience providing patient care in both hospital and long-term care settings. A proven track record of identifying opportunities to enhance clinical efficiency and improve the delivery of patient-centered care.

## Professional Experience

### Certified Nursing Assistant

Johns Hopkins Hospital, Baltimore, MD

May 2020 - Present

- Deliver exceptional care to over 30 patients per shift, educate patients and families on treatment plans, and achieve a 94% patient satisfaction rating
- Monitor patient vital signs and collaborate with multidisciplinary teams to streamline patient care procedures, improving overall clinical efficiency by 15%
- Support a team initiative to improve infection control compliance, resulting in an 18% reduction in hospital-acquired infections

### Certified Nursing Assistant

Baltimore General Hospital, Baltimore, MD

June 2018 - May 2020

- Provided compassionate care for over 25 patients daily in acute care settings and maintained a 93% patient satisfaction rating
- Trained and mentored five new CNAs on patient-centered care standards, infection prevention protocols, and clinical workflows
- Supported the development and implementation of a patient mobility program, which reduced fall-related incidents by 16%

## Education

Baltimore College, Baltimore, MD | June 2018

Associate of Science (A.S.) in Nursing

## Certifications

- Certified Nursing Assistant (CNA), State of Maryland | June 2018