



John Bergsen

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A certified nursing assistant (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 quality 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%.

CERTIFICATIONS

● Certified Nursing Assistant (CNA)

(State of Maryland) | June 2018

KEY SKILLS

- Patient health monitoring
- Infection control compliance
- Electronic health records (EHR) system management
- Team training and mentoring
- Basic Life Support (BLS) Certified

EDUCATION

● Associate of Science (A.S.) in Nursing

Baltimore College, Baltimore, MD | May 2022