

# John Bergsen

## CNA With Experience

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LinkedIn | Portfolio

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%

## Key Skills

Patient health monitoring



EHR system management



Basic Life Support (BLS) Certified



Infection control compliance



Team training and mentoring



## Certifications

### Certified Nursing Assistant (CNA)

State of Maryland

June 2018

## Education

