

THE CATHERINE  
CAREER GUIDE TO

# **Advanced Resumes**

# Katie Combination

1212 Central Ave. St. Paul, MN 55555  
651/472-0000 email: combination@internet.com

## CAREER OBJECTIVE

A position in the training and development field which utilizes my communication, training and problem-solving skills

## EDUCATION

**Bachelor of Arts**, St. Catherine University, St. Paul, MN

May 2019

Major: Interdisciplinary Communication

GPA 3.7

Dean's List every semester

### Career Related Coursework:

Training and Organizational Development	Interpersonal Communication
Organizational Communication	Small Group Communication
Ethics in Communication	Public Speaking
Promotional Communication	Gender and Rhetoric

**Associate of Arts**, Rolling Hills Community College, Rolling Hills, MN

June 2015

Licensed Registered Nurse 2009

## PROFESSIONAL SKILLS

### Communication/Training

- Trained new nurses and staff members on procedures and policies in medical settings
- Communicated effectively with patients, family, medical staff and administration
- Coordinated discussions with families and staff in small group settings to determine care
- Presented workshops and group presentations on stress reduction to small and large groups
- Instructed individuals and groups as a health educator about cardiology, diabetes and maternal/child health issues

### Analytical/Problem Solving

- Analyzed patients' conditions and individualized care plans to meet their holistic health needs
- Used scientific and medical information to research patient health problems and develop treatment plans
- Researched case issues for college classes and developed training programs to meet employer/employee needs in the areas of management communication and organizational development
- Researched topics in the field of training and development for college papers and presentations

## EMPLOYMENT HISTORY

Registered Nurse, Mega Hospital, Pretty Park, MN

2014-Present

Serve in the labor and delivery, and maternity and nursery departments

Registered Nurse, Mercy Hospital, Mercy, MN

2015-2017

Delivered patient care in high risk maternity department; taught classes to expectant mothers

Registered Nurse, Wecare Clinic, Mercy, MN

2014-2015

Worked in the cardiac and diabetic metabolic units

# Katie Practice

1400 Central Avenue South, Minneapolis, MN 55123 • 612-123-4567 • katiep@gmail.com

## Profile

Dedicated professional with a history of successfully leading people and managing outcomes. Effective relationship builder with ability to relate well with diverse groups of people. Educated and experienced developer, facilitator, and valued written and oral communicator. Transparent and accountable leader and team member with impassioned work ethic and creative problem-solving skills.

## Areas of Expertise

Strategic Partnerships  
Community Outreach  
Grant Writing

Stakeholder Engagement  
Event Coordination  
Program Development

Training and Development  
Operational Strategy  
Marketing

## Professional Experience

### Director of the Annual Fund

*St. Catherine University, St. Paul, MN*

*Sept 2012-Present*

- Motivate the Annual Fund team to raise \$2 million from individual donors
- Strategize and implement a fundraising plan that forecasts successful completion of goals; analyze and benchmark progress to adjust plan as needed
- Collaborate with creative talent to market Annual Fund via direct mail and social media
- Create strategies, goals, calendars, and timelines to meet the fiscal year fundraising goals of the Annual Fund. Goals include revenue, participation, donor retention, acquisition, donor upgrade, attrition, and loyalty

### Associate Director of the Annual Fund

*St. Catherine University, St. Paul, MN*

*Aug 2010-Sept 2012*

- Hired, trained, and supervised a 30-person staff at Tele Fund Call Center responsible for raising 15% of the total Annual Fund goals
- Conceived and developed a new staff training program that resulted in a 64% increase in contributions to the University the first year and set a continuing higher standard of performance for callers
- Led the conversion process from a manual-based Call Center to an automated system
  - Coordinated collaborative work plan involving outside vendors, internal IT staff, development staff, business office and vice presidents
- Partnered with the Center for Sales Innovation to share resources (volunteers and curriculum) to benefit both programs
  - Taught students in the Professional Sales class about best fundraising practices and coached them through lab sessions in Call Center
  - Mentored a sales and business intern annually in the Call Center
  - Developed curriculum for Best Practices in Inside Sales
- Presented as an invited speaker at professional conferences and workshops
  - CASE District V Conference 2008, 2009: Best Practices in Telemarketing Fundraising
  - Ruffalo Cody Users Group Summer 2009: Leading Your Tele Fund Team to Success

# Katie Practice

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## Development Associate

*Sister of St. Joseph Ministries Foundation, St. Paul, MN*

*Sept 2006-Aug 2010*

- Served as liaison from the Ministries Foundation to ministry sites to ensure effective communication among service providers and funders
- Coordinated events for three major fundraising annual events including the management of all volunteers, solicitation of in-kind contributions, set-up of events, and all logistics

## Director of the Homeless Prevention Program

*Person to Person, Minneapolis, MN*

*July 2004-Sept 2006*

- Managed a homelessness prevention program and provided direct support services for low-income families
- Networked those at risk of becoming homeless by helping them resolve their crises in collaboration with the Legal Aid Society of Minneapolis
- Developed and facilitated housing education sessions for families seeking housing
- Conceived a Living Skills Program pairing occupational therapy practicum students with social service agencies serving low-income tenants

## Appointed Positions

Appointed by Cabinet members to serve on the following St. Catherine University committees based upon communication skills, effective leadership, and vision for and commitment to the University:

Staff Committee of the Board of Trustees  
University Safety Committee  
Parent and Family Association  
Leadership Task Force

*Feb 2010-Present*  
*May 2010-Present*  
*June 2010-Present*  
*Sept 2007-May 2009*

## Education

**Master of Arts, Organizational Leadership**, St. Catherine University, St. Paul, MN, December 2014

**Dispute Resolution Certification**, Hamline University, St. Paul, MN, June 2012

**Bachelor of Arts, cum laude**, Social Work, College of St. Benedict, St. Joseph, MN, May 1992

## Honors, Volunteer Activities

Carmen Pampa Fundraiser 2013-Present

Citizen Leaders 2011-Present

Caritas Social Justice Award 2010

Project Care Vice-Chair 2007-2012

# Katie Nurse

1234 Main Street, Farmington, MN 12345 \* 651-123-4567 \* nnnurse@stkate.edu

## Objective

To obtain a pediatric nurse practitioner position serving primary and acute care needs of children.

## Education

<b>St. Catherine University, St. Paul, MN</b>	5/2019
Master of Arts in Nursing/Pediatric Nurse Practitioner Certification	
<b>St. Cloud State University, Minneapolis, MN</b>	5/2011
Bachelor of Science in Nursing	

## Master's Level Clinical Experience

<b>Fairview Medical Center, Minneapolis, MN</b>	1/2019-5/2019
<i>Preceptor: Sally Jones, CNP</i>	

- Diagnosed, treated, and educated patients and care-givers in areas including infectious disease, respiratory, dermatology, endocrinology, musculoskeletal, neurological, and well child
- Specialized in respiratory health issues and education related to asthma diagnosis

<b>Hennepin County Medical Center</b>	8/2018-1/2019
<i>Preceptor: Susan Smith, MD</i>	

- Provided pediatric primary care with focus on mental/behavioral health.
- Specialized in acute care of adolescents with chronic mental health issues
- Diagnosed, treated, and educated on full range of pediatric conditions

<b>Children's Hospital and Clinic Emergency Department, St Paul, MN</b>	2/2018-8/2018
<i>Preceptor: Alice Clark, CNP</i>	

- Provided acute pediatric care and trauma services
- Diagnosed, treated, and educated patients and care-givers on conditions including infectious disease, respiratory, dermatology, endocrinology, musculoskeletal, and neurological issues
- Ensured appropriate communication and documentation of diagnoses for safe transitions of care

<b>South High School Clinic, Minneapolis, MN</b>	12/2017-2/2018
<i>Preceptor: Martha Miller, CNP</i>	

- Conducted STI/pregnancy testing and pelvic exams, and provided preventative contraceptives and reproductive education
- Provided pre-participation physical exams
- Administered immunizations and medications
- Maintained minor consent laws, parental consent, and confidentiality

# Katie Nurse

1234 Main Street, Farmington, MN 12345 \* 651-123-4567 \* nnnurse@stkate.edu

## Nursing Experience

### Clinical Educator

2017-2019

Children's Hospital, Minneapolis, MN

- Provided educational opportunities for staff development
- Facilitated advanced mentoring experiences for staff
- Provided instruction for a revised, system-wide communication and documentation program
- Provided advanced medication administration training for nursing staff
- Chaired the Safety Action Team
  - Focused on clinical documentation, narcotic disposal procedures, and safe transitions of care
- Oversaw orientation for new nursing staff
- Created new graduate pathway opportunities and advised incoming cohorts

### Registered Nurse-Pediatric Intensive Care

2015-2017

Children's Hospital, St. Paul, MN

- Provided care for critically ill pediatric patients, requiring both surgical and medical interventions
- Performed critical care procedures including intubations, chest tube placement, central line placement, and bone marrow aspirates
- Assisted with emergency surgical procedures at bedside, as situations require
- Trained in caring for patients receiving CVVH Hemofiltration
- Charge Nurse and Preceptor for new staff and student nurses

### Registered Nurse-Pediatrics

2014-2015

Duluth Children's Hospital, Duluth, MN

- Provided family centered pediatric care to a diverse patient population, encompassing a variety of specialties, including Hematology, Oncology, Urology, Orthopedics, Neurology, Endocrinology, and Cardiology
- Administered chemotherapy agents
- Served as Charge Nurse
- Preceptor for new staff and student nurses

### Registered Nurse-Pediatrics

2011-2015

Minneapolis Children's Hospital, Minneapolis, MN

- Provided family centered pediatric care to a diverse patient population, encompassing a variety of specialties, including Hematology, Oncology, Urology, Orthopedics, Neurology, Endocrinology, and Cardiology
- Educated parents and care-givers about medical conditions and appropriate continuing care
- Educated patients on self-administration of diabetes medication

# Katie Librarian

4321 Central Street  
Minneapolis, MN 55111  
612-123-4567  
katielibrarian@gmail.com  
www.linkedin.com/in/libbylibrarian

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## EDUCATION

**Master of Library and Information Science**  
St. Catherine University, St. Paul, MN

May 2015

**Bachelor of Arts, Major in English**  
University of Minnesota, Minneapolis, MN

## LIBRARY EXPERIENCE

**Special Collections Volunteer**, St. Catherine University Library, St. Paul, MN

June 2013–Present

- Assisted with reorganization of historical maps collection
- Cataloged maps and documentation
- Inspected collection to determine whether repairs were needed

**Interlibrary Loan Volunteer**, Ramsey County Library, St. Paul, MN

January 2010-June 2012

- Completed VDX and manual processing of returned items

**Library Assistant**, Minneapolis Public Library, Minneapolis, MN

June 2010-June 2012

- Managed the work of rotating Library Assistants and reported as necessary to the shift supervisor
- Processed memberships
- Shelved books and performed shelf checking
- Assisted with reserved books

## SKILLS

- **Library Technology:** OCLC, MNCAT, CLICnet, LISTA, DRA, Ex Libris, Archivist's Toolkit, Cindex, Sky Index, VDX, Horizon
- **Programming:** HTML, XML, CSS, PHP, SPSS, Visual Basic, Java, SQL
- **Computer:** Microsoft Office, FileMaker
- **Languages:** Spanish (fluent), Russian (basic)

## PROFESSIONAL AFFILIATIONS

American Library Association  
Special Libraries Association  
American Society for Information Sciences  
Minnesota Library Association

## ADDITIONAL EXPERIENCE

**Office Support Specialist**, Smith & Johnson Law Offices, Minneapolis, MN

1985-2010

- Maintained client databases
- Managed calendars and meeting schedules
- Drafted memos, replied to email and phone inquiries
- Designed promotional brochures

# Katie Career

KCareer@stkate.edu | 612-654-6654 | KatieCareer@LinkedIn.com

## Education

### **Master of Business Administration**

St. Catherine University, Minneapolis, MN

May 2017

### **Bachelor of Science Major in Financial Economics**

St. Catherine University, St. Paul, MN

May 2003

## Relevant Experience

### **AAA Insurance**

#### **Senior Accounts Manager**

Roseville, MN

May 2015-Present

- Direct Account Executives, Agents, and administrative staff, acting as key point person and resource
- Gather relevant account information and provide high level of preparation for policies, exhibits, forms, risk control recommendations, and policy/coverage changes
- Provide statutory filings, proof of insurance, and certificates for regulatory compliance
- Oversee servicing and billing of accounts and all documentation
- Apprise managers and consultants of upcoming products and services, and create marketing and sales strategies

#### **Account Manager**

Roseville, MN

Jan 2008-May 2015

- Partnered with Account Executives/Underwriters in making marketing and underwriting decisions that supported business growth
- Determined support needs for new and renewal policies, and prepared underwriting/pricing exhibits. Managed account documentation, billing, inquiries, issue resolution, and quotes through communication with clients and internal departments
- Provided information for regulatory compliance
- Expanded local market 28% through client development and added value services, and updated virtual marketing strategies

### **Travelers Insurance**

#### **Account Manager, Property and Casualty**

St. Louis Park, MN

Dec 2005-Dec 2008

- Maintained client and policy information in the customer management system including policies, endorsements, new and renewal business
- Organized work flow to ensure quick, efficient processing. Interpreted insurance laws, regulations, policies, and procedures to agents either directly or through written communication
- Provided support and assistance to consultants including assisting with client service issues, keeping them informed of insurance company underwriting procedures, setting appointments for renewals, obtaining claims reports and maintaining client files

#### **Claims Agent**

Hopkins, MN

Oct 2003-Dec 2005

- Processed client claims for home and auto policies
- Reviewed claims for accuracy and compliance, and reviewed applications to determine coverage
- Provided customer service, policy explanations, referrals and acquired further information when necessary to process claims
- Submitted claims for payment or further review to senior adjusters

## Memberships

Member, International Association of Insurance Professionals





**ST. CATHERINE  
UNIVERSITY**

Career Development Center

[www.stkate.edu/career](http://www.stkate.edu/career)

651-690-8890

*St. Paul Campus*

Coeur de Catherine 210

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