



# Linh Wiggins

## Flex Nurse Educator

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### STRENGTHS

- 🗨️ **Effective Communication**  
Fostered connections with patients and families, ensuring clear messaging regarding treatment objectives and compliance options.
- 📅 **Organizational Skills**  
Managed numerous patient education sessions effectively, showcasing the ability to prioritize and execute assignments seamlessly.
- 👤 **Patient-Centered Approach**  
Regularly consulted patients to address questions and tailor guidance, ultimately improving overall satisfaction scores.
- 👥 **Team Collaboration**  
Led initiatives involving field leadership and healthcare professionals, aiming collectively to optimize educational outreach.
- 🔄 **Adaptability**  
Embraced flexibility in scheduling, enabling effective response to unexpected patient needs during critical times.

### SKILLS

- Patient Education
- Chronic Disease Management
- Virtual Communication
- Documentation Time Management
- Team Collaboration
- Medication Adherence
- KPI Compliance
- Telehealth Platforms
- Educational Programs
- Community Outreach
- Healthcare Regulations

### SUMMARY

Dedicated healthcare professional committed to improving patient outcomes through education and collaboration. Extensive experience delivering crucial training on chronic disease management and medication adherence, ensuring that patients receive the optimal support necessary to adhere to treatment plans. Skilled at utilizing various virtual communication platforms to engage patients effectively. Exceptional organizational abilities permit effective management of multiple priorities and initiatives simultaneously. Adept in documenting compliance with KPIs, reflecting a dedication to upholding high educational standards. Excited about joining a collaborative team where innovative strategies can enhance patient engagement.

### EXPERIENCE

#### Flex Nurse Educator

HealthConnect Solutions 📅 March 2025 - Present 📍 Chicago, IL

Supporting patient care through remote education and in-field coverage when required. Engaging with patients living with chronic diseases primarily through virtual channels while ensuring adherence to protocols and compliance standards.

- Provide comprehensive remote education on medication adherence and chronic disease management via diverse virtual platforms.
- Facilitate group learning sessions and one-on-one mentorship during territory coverage while adhering to privacy guidelines.
- Collaborate closely with District Managers and Field Leadership for enriching patient engagement strategies.
- Document patient interactions accurately, following established protocols to meet compliance standards reliably.
- Participate actively in the onboarding process of new team members, promoting a culture of teamwork and continuous improvement.
- Empower patients by addressing barriers and motivating behavioral changes throughout their care journey.

#### Nurse Educator

Wellness Health Services 📅 January 2021 - February 2025 📍 Chicago, IL

Played a key role in developing patient education programs focused on chronic disease management while collaborating with healthcare teams to elevate patient care strategies.

- Designed and conducted educational programs improving patient understanding of medication utilization and disease management.
- Engaged directly with patients through telephonic outreach and various multimedia resources, providing tailored support.
- Worked alongside interdisciplinary teams focused on implementing enhancements in care protocols based on patient feedback.
- Executed assessments to gauge patient comprehension and compliance, iterating instructional content accordingly.
- Facilitated community-based educational initiatives fostering greater awareness around chronic illness management.
- Ensured all practices complied with applicable health regulations and company policies across operations.

#### Clinical Nurse

Community Health Clinics 📅 June 2018 - December 2020 📍 Chicago, IL

Specialized in delivering direct nursing care in a fast-paced clinic environment while promoting health literacy among diverse populations.

Interdisciplinary Teams

Patient Engagement

Resource Coordination

Behavioral Change Facilitation

## LANGUAGES

English Native

Spanish Proficient

## MY CAREER



● Flex Nurse Educator at HealthConnect Solutions (1.2 Years)

● Nurse Educator at Wellness Health Services (4.1 Years)

● Clinical Nurse at Community Health Clinics (2.5 Years)

- Provided thorough assessments and comprehensive patient care while maintaining high levels of safety and satisfaction.
- Educated patients on preventive measures and chronic disease treatment philosophies tailored to individual needs.
- Assisted in drafting patient care plans integrating multidisciplinary recommendations for unified healthcare delivery.
- Monitored and reported on patient evolutions, acting promptly on notable shifts in conditions.
- Participated vigorously in outreach strategies targeting underserved communities, expanding overall health resource awareness.
- Consistently followed clinical protocols to ensure safety and quality regulations were upheld.

## LEADERSHIP & AWARDS

- Recipient of the Nursing Excellence Award (2025)
- Dean's List, University of Illinois (2024, 2025)

## EDUCATION

### Bachelor of Science in Nursing

University of Illinois 🎓 GPA: 3.8 📅 2026 📍 Champaign, IL

*Coursework: Medical Ethics, Pharmacology, Community Health, Patient Education*

## CERTIFICATIONS

- Registered Nurse (RN) 📅 2021
- CPR and First Aid Certified 📅 2021

## TECHNICAL SKILLS

- **Communication Tools:** Zoom, Microsoft Teams, Telehealth Apps
- **Documentation Software:** Electronic Health Records, MS Office, Google Drive
- **Education Strategies:** Webinars, Group Sessions, E-learning Modules
- **Patient Management Systems:** CarePath, Patient Portal Technologies, Remote Monitoring Tools
- **Health Policies:** Compliance Standards, Best Practice Protocols, Healthcare Regulations
- **Healthcare Methodologies:** Patient-Centered Care, Chronic Care Model, Educational Frameworks
- **Professional Certifications:** BLS Certification, ANCC Certification, State Licensure
- **Outreach Programs:** Community Engagement Initiatives, Public Awareness Campaigns, Support Groups
- **Training & Mentoring:** Peer Coaching, Orientation Programs, Team Workshops
- **Interdisciplinary Collaboration:** Meeting Coordination, Partnership Development, Consensus Building

## PROFESSIONAL AFFILIATIONS

- Member, Nursing Student Association (2023 - Present)
- Volunteer, Chicago Health Outreach (2021 - Present)

## ADDITIONAL INFORMATION

**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

AVAILABLE ON REQUEST