



# Linh Wiggins

(312) 555-0198 ✉ linh.wiggins@email.com

🌐 linkedin.com/in/linhwiggins 📍 1234 Elm Street, Chicago, IL 60614

## 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

March 2025 - Present

HealthConnect Solutions

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

January 2021 - February 2025

Wellness Health Services

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

June 2018 - December 2020

Community Health Clinics

Chicago, IL

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

- 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

2026

University of Illinois GPA: 3.8

Champaign, IL

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

## CERTIFICATIONS

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

## TECHNICAL SKILLS

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- **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

## SKILLS

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- Patient Education
- Chronic Disease Management
- Virtual Communication
- Documentation
- Time Management
- Team Collaboration
- Medication Adherence
- KPI Compliance
- Telehealth Platforms
- Educational Programs
- Community Outreach
- Healthcare Regulations
- Interdisciplinary Teams
- Patient Engagement
- Resource Coordination
- Behavioral Change Facilitation

## PROFESSIONAL AFFILIATIONS

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

## LANGUAGES

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- English (Native)
- Spanish (Proficient)

## ADDITIONAL INFORMATION

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

## REFERENCES

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AVAILABLE ON REQUEST