

JOHN BERGSEN

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EDUCATION

Master of Science (M.S.) Nursing

Harvard University,
Cambridge, MA
May 2011 - May 2013

Bachelor of Science (B.S.) Nursing

Harvard University,
Cambridge, MA
September 2007 - May 2011

KEY SKILLS

- Healthcare Management
- Patient Flow
- Human Resources Management
- Clinical Operations
- Acute Care

CERTIFICATIONS

- Certified Nurse Manager and Leader (CNML), May 2013
- Registered Nurse (RN) State of Massachusetts, License #12345678, May 2011
- Basic Life Support (BLS) Certification, May 2011

A Nurse Manager with eight years of professional experience, specializing in clinical operations, case management, acute care, and people management. A proven track record of leading diverse nursing teams to achieve positive outcomes and improve patient care. Adept at identifying opportunities to reduce operational costs and enhance organizational effectiveness.

PROFESSIONAL EXPERIENCE

Nurse Manager

Boston Medical Center, Boston, MA | July 2015 – Present

- Oversaw clinical operations for a 245-bed hospital, built and managed a team of 25+ registered nurses, and coordinated 24-hour operations for seven patient care units, including SICUs, PICUs, MICUs, ambulatory care, and neonatal intensive care
- Drove change management initiatives to improve nursing metrics, utilization, patient flow, and OR staffing and reduced average length of stay from four days to three
- Improve patient room turnover rate by 10% during periods of 90%+ occupancy and ensure compliance with infection prevention and Covid-19 safety protocols

Nurse Manager

St. Robert's Hospital, Boston, MA | June 2013 – July 2015

- Managed a team of 30+ nurses in a high volume medical facility with 260 beds and oversaw all aspects of patient care delivery, including intake, assessment, treatment planning, telemetry, and safe discharge
- Delivered mentorship to team members and built a collaborative work culture centered on diversity and inclusion, resulting in a 15% increase in employee retention
- Evaluated nursing performance, drove continuous improvement, and monitored KPIs to ensure compliance with departmental goals and objectives