

# Aliya Jackson

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## PROFILE

A nurse manager with over 10 years of experience in health care, specializing in patient advocacy, telemetry, patient-centered care, and infection prevention. A strong history of leading high-performance nursing teams to deliver empathetic and compassionate care to patients. Adept at driving continuous improvements for clinical operations.

## PROFESSIONAL EXPERIENCE

### Nurse Manager

Thomas Jefferson University Hospital, Philadelphia, PA | July 2016 – present

- Oversee clinical operations for a 245-bed hospital, build and manage a team of over 25 RNs, and coordinate 24-hour operations for seven patient care units
- Drive change management initiatives, 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 over 90% occupancy and ensure compliance with infection prevention and COVID-19 safety protocols

### Nurse Manager

Pennsylvania Hospital, Philadelphia, PA | June 2013 – July 2016

- Managed a team of over 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 key performance indicators (KPIs) to ensure compliance with departmental goals and objectives

## EDUCATION

### Bachelor of Science (B.S.) Nursing

Temple University, Philadelphia, PA | May 2013

## KEY SKILLS

- Acute care
- Clinical operations
- Nurse education
- Patient advocacy
- Patient-centered care

## CERTIFICATIONS

- Certified Nurse Manager and Leader (CNML), American Organization for Nursing Leadership | September 2016
- RN, State of Pennsylvania, License #12345678 | May 2013