


# YOLANDA PRITCHARD


## Lead Certified Nursing Assistant

CNA with 12 years across acute care, telemetry, and oncology units. Lead CNA on a 28-bed step-down floor, regularly precepting new hires and serving as the unit's go-to for difficult transfers and end-of-life family support. Recognized twice with the hospital's DAISY-affiliated nursing assistant award.

## CONTACT INFORMATION

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 Mesa, AZ, NY 12345

## EDUCATION

Certified Nursing Assistant (CNA)  
Arizona State Board of Nursing,  
active through 2026

Certified Medication Assistant  
(CMA)  
Arizona, 2018

BLS for Healthcare Providers  
American Heart Association,  
current

Associate of Applied Science in  
Health Sciences  
Mesa Community College, 2014

CNA Training Program  
Pima Medical Institute, 2012

## SKILLS

- Telemetry and step-down care
- Oncology and neutropenic precautions
- Lead CNA assignment coordination
- Preceptor and new-hire training
- Code blue and rapid response support
- Epic and Cerner charting
- Hourly rounding audits

## EXPERIENCE

### Lead Certified Nursing Assistant, Telemetry | Saguaro Valley Medical Center | Mesa, AZ | 2019-Present

- Coordinate CNA assignments for a 28-bed telemetry unit each shift, balancing acuity, fall risk, and isolation status across 4 to 6 CNAs.
- Precepted 14 new CNAs over the last 3 years; 12 are still on the unit or have promoted into nursing school.
- Respond to rapid response and code blue calls as the dedicated CNA, handling compressions, runner duties, and family escort.
- Audit hourly rounding logs weekly and coach peers when documentation slips below the 90% compliance threshold.
- Selected by the nurse manager to pilot a new bedside shift report process; rolled out unit-wide after a 6-week trial.

### Certified Nursing Assistant, Oncology | Desert Bloom Cancer Institute | Tempe, AZ | 2015-2019

- Provided care to chemotherapy and bone marrow transplant patients on a 22-bed inpatient oncology unit.
- Followed strict neutropenic precautions, including room setup, meal handling, and visitor screening for immunocompromised patients.
- Sat with patients during port access, blood draws, and difficult diagnosis conversations when family could not be present.
- Earned the Patient Champion award in 2017 and 2018, both from direct patient and family nominations.
- Helped charge nurses revise the unit's mouth-care protocol after noticing repeat mucositis complaints, which was adopted facility-wide.

### Certified Nursing Assistant, Med-Surg | Copper Ridge Hospital | Chandler, AZ | 2013-2015

- Cared for 8 to 10 post-surgical and medical patients per shift on a busy 36-bed med-surg unit.
- Assisted RNs with admissions, discharges, and bedside procedures including Foley placements and wound dressing changes.
- Took on float assignments to ortho and neuro units when staffing required, learning unit-specific protocols within one to two shifts.
- Maintained a perfect attendance record across 24 consecutive months.

### Nursing Assistant | Riverstone Assisted Living | Gilbert, AZ | 2012-2013

- Supported 14 residents in an assisted living memory wing with ADLs, medication reminders, and behavioral redirection.
- Led morning activity groups 3 days per week, including chair yoga and reminiscence therapy.

- Foley care and wound dressing assist
- End-of-life and family support
- Safe patient handling and bariatric transfers
- BLS / CPR
- Medication administration (CMA scope)

- Documented behavioral and dietary changes that helped the RN adjust 5 residents' care plans during my first year.