



EMILY CARTER

Healthcare Shift Supervisor

(617) 555-6743 

emily.carter@email.com 

Boston, MA 

PROFESSIONAL SUMMARY

Compassionate healthcare shift supervisor with experience coordinating nursing teams and ensuring compliance with care standards. Skilled in patient care management, staff coordination, and regulatory adherence.

EDUCATION

Bachelor of Science in Nursing (BSN)

Northeastern University, Boston, MA |
Graduated May 2016

Certifications

- Registered Nurse (RN), Massachusetts Board of Nursing, Active
- Basic Life Support (BLS), American Heart Association, 2023

SKILLS

- Patient care coordination Expert
- Staff scheduling Expert
- Electronic Health Records (EHR) Expert
- HIPAA compliance Expert
- Conflict management Expert
- Team leadership Expert
- Emergency response Expert
- Communication skills Expert
- Time management Expert
- Training and mentoring Expert

EXPERIENCE

2019 - Now

Healthcare Shift Supervisor Massachusetts General Hospital / Boston, MA

- Manage daily shift operations for a nursing team of 12 in the medical-surgical unit, ensuring quality patient care and smooth handoffs.
- Coordinate staff schedules to optimize coverage and reduce overtime by 15% while maintaining compliance with labor laws.
- Facilitate communication between medical staff and administration to address patient needs and staffing issues promptly.
- Conduct training sessions on patient safety protocols and emergency procedures, improving team preparedness.

2016 - 2019

Registered Nurse Brigham and Women's Hospital / Boston, MA

- Provided direct patient care in a high-acuity setting, administering medications and monitoring vital signs.
- Assisted shift supervisors with reporting and staff coordination during busy shifts.
- Participated in quality improvement initiatives, contributing to a 20% decrease in patient falls.
- Supported new nurse orientation and mentoring programs to improve retention and team performance.

ADDITIONAL INFORMATION

Served as liaison to patient families during COVID-19 restrictions, developing virtual check-in procedures that enhanced communication and emotional support.