




# MELISSA ALVAREZ

## CERTIFIED NURSING ASSISTANT

CNA team leader with over a decade of progressive experience in medical-surgical and senior living facilities. Focused on decreasing staff turnover through intentional mentorship. Known for managing complex patient care needs and providing end-of-life support with integrity.

## CONTACT

-  (123) 456-7890
-  email@example.com
-  LinkedIn | Portfolio
-  City, State Abbreviation Zip Code

## KEY SKILLS

- CNA team leadership
- Complex care protocols
- Infection control
- Palliative care
- Staff training and development

## PROFESSIONAL EXPERIENCE

**Certified Nursing Assistant Supervisor** | Legacy Senior Living, Milwaukee, WI | June 2021 – present

- Supervise a team of 15 CNAs, maintaining an average patient satisfaction rating of 97%
- Ensure all team members meet annual continuing education requirements and remain up-to-date on all certifications
- Collaborate with human resources to reduce staff turnover by 20% through a redesign of the CNA onboarding and mentorship program
- Organize and lead over 25 staff training sessions each quarter on compliance, safety, and resident care best practices

**Certified Nursing Assistant** | Bayside Medical Center, Milwaukee, WI | March 2013 – May 2021

- Cared for an average of five patients per shift in a medical-surgical oncology unit
- Onboarded 30 new CNAs and led bedside training for 20 nursing students
- Partnered with RNs and providers to develop new patient care protocols, reducing treatment errors on the oncology floor by 15%
- Contributed to a coordinated effort to keep the unit's infection rates below national averages at 5% during the COVID-19 pandemic

## EDUCATION

**Associate of Arts (A.A.) in Health Science**

Milwaukee Area Technical College, Milwaukee, WI

## CERTIFICATIONS

- Certified Nursing Assistant, Wisconsin State Department of Health Services, 2010
- Basic Life Support (BLS) Certification, American Heart Association, 2023