



Victoria Douglas

Emergency Department Technician

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STRENGTHS

- 👤 **Pediatric bedside support**
During urgent pediatric visits, comfort measures and age appropriate communication helped children and families feel supported.
- 👥 **RN collaboration**
Clear updates gave supervising nurses current information, and teammates regularly relied on timely observations.
- 🧪 **Specimen accuracy**
Following identification and handling steps kept laboratory collections organized from bedside pickup through routing.
- 🚚 **Safe patient movement**
Transport assignments called for careful positioning and transfer work, with patient comfort guiding each move.
- 🌙 **Night shift readiness**
Room preparation and supply checks kept care spaces usable during busy overnight periods and frequent turnover.

SKILLS

Patient care Hospital experience

Pediatric care RN supervision

Night shift Patient safety

Specimen collection

Intake and output

EMR documentation

Transport medicine

Activities of daily living

Infection prevention

Patient mobility Clinical handoffs

Emergency Department support

SUMMARY

Certified Nursing Assistant and **Emergency Department Technician** with four years of patient care experience across pediatric emergency, hospital, acute care, and transport medicine settings. Provides delegated bedside support under Registered Nurse supervision, including **activities of daily living**, comfort measures, mobility assistance, specimen collection, **intake and output monitoring**, and **electronic medical record documentation**. Current Basic Life Support certification and Florida Certified Nursing Assistant licensure support safe, reliable care. Experienced with night shift operations, rapid patient turnover, infection prevention, room readiness, clinical handoffs, and family focused communication. Associate of Science education strengthens practical clinical judgment and teamwork. Brings calm execution during busy periods and can contribute dependable patient support, accurate documentation, and safe Emergency Department workflow.

EXPERIENCE

Emergency Department Technician, Pediatric Emergency Care

Lakeside Pediatric Medical Center 📅 June 2024 - Present 📍 Orlando, FL

Supports **Registered Nurses** during full time night shifts in a **pediatric Emergency Department**, providing delegated bedside care, documentation, specimen handling, room preparation, and family sensitive communication during urgent patient needs.

- Supported RNs during night shifts, delivering delegated bedside care for children with urgent healthcare needs.
- Assisted **activities of daily living**, comfort, positioning, and mobility using age appropriate communication techniques.
- Collected assigned **laboratory specimens** with identification and handling procedures, supporting timely diagnostic work.
- Recorded **intake and output**, observations, and completed care in electronic medical records for nursing review.
- Prepared treatment spaces, replenished supplies, and followed **infection prevention** practices during rapid patient turnover.
- Reported changes in appearance, behavior, comfort, or mobility to supervising RNs during delegated care.
- Coordinated routine patient needs with clinical staff, supporting efficient Emergency Department night operations.

Patient Care Technician, Acute Care

Central Florida Regional Hospital 📅 July 2023 - May 2024 📍 Kissimmee, FL

Delivered delegated care on acute care units under RN direction, supporting daily living needs, documentation, specimen workflows, **patient safety**, admissions, discharges, and internal transfers during busy hospital shifts.

- Delivered delegated hygiene, mobility, toileting, feeding, and comfort care under RN direction.
- Recorded **intake and output** and entered completed care in hospital electronic medical records.
- Collected routine specimens using labeling and transport procedures, preserving integrity through laboratory pickup.
- Applied fall prevention, infection control, and environmental safety practices for patients with limited mobility.
- Coordinated with nurses before and after care tasks, reporting observations during high volume shifts.
- Supported admissions, discharges, and internal transfers by preparing spaces and gathering supplies.
- Maintained orderly care areas, helping clinical teams respond smoothly during evening and overnight periods.

EMT Transport Technician, Medical Transport

LANGUAGES

English Native

Spanish Intermediate

MY CAREER

4.1
YEARS

● Emergency Department Technician, Pediatric Emergency Care at Lakeside Pediatric Medical Center (2.2 Years)

● Patient Care Technician, Acute Care at Central Florida Regional Hospital (10 Months)

● EMT Transport Technician, Medical Transport at Sunrise Medical Transport (1 Years)

Sunrise Medical Transport 📅 June 2022 - June 2023 📍 Orlando, FL

Provided patient care during scheduled medical transports between hospitals, rehabilitation facilities, and outpatient services, combining safe movement, condition updates, documentation, equipment readiness, and licensed vehicle operations.

- Provided patient care during scheduled transports between hospitals, rehabilitation facilities, and outpatient services.
- Completed pre transport checks, gathered patient information, and communicated mobility needs during **clinical handoffs**.
- Maintained safe positioning and comfort throughout transport using appropriate transfer techniques.
- Escalated changes in patient condition through established clinical channels during scheduled movement.
- Documented transport details, observations, and completed care accurately in electronic records.
- Prepared transport equipment and supplies before assignments, maintaining readiness for patient movement.
- Used a **valid driver's license** and transport protocols while coordinating arrival timing with facilities.

PROJECTS

Pediatric Emergency Room Readiness 📅 2026

Supported a recurring readiness workflow by organizing treatment spaces, replenishing supplies, and coordinating delegated tasks during rapid pediatric patient turnover. Focus remained on safe care environments and smooth night shift operations.

Clinical Transport Handoff Improvement 📅 2023

Applied structured pre transport checks, condition updates, mobility notes, and electronic documentation during hospital transfers. Work supported continuity between sending and receiving clinical teams.

LEADERSHIP & AWARDS

- Recognized by clinical teammates for dependable support during busy pediatric Emergency Department night shifts.
- Commended for calm patient communication, accurate documentation, and consistent follow through during hospital transport assignments.
- Selected by peers as a reliable partner for room readiness, patient movement, and delegated care coordination.

EDUCATION

Associate of Science in Health Sciences

Valencia College 🎓 GPA: 3.5 📅 2022 📍 Orlando, FL

Coursework: Patient care, anatomy and physiology, medical terminology, healthcare ethics

CERTIFICATIONS

- Certified Nursing Assistant, Florida Department of Health 📅 2022
- Basic Life Support, American Heart Association 📅 2026
- Valid Driver's License 📅 2022

TECHNICAL SKILLS

- **Patient Care:** Activities of daily living, comfort measures, mobility assistance
- **Emergency Department Care:** Pediatric emergency support, urgent patient needs, room readiness
- **Nursing Support:** RN supervision, delegated care, clinical observations
- **Specimen Handling:** Laboratory collection, patient identification, specimen routing
- **Clinical Documentation:** Electronic medical records, care entries, transport records
- **Patient Monitoring:** Intake and output, routine observations, condition updates
- **Safety Practices:** Fall prevention, infection control, environmental safety

- **Transport Medicine:** Medical transport, transfer techniques, vehicle operations
- **Clinical Communication:** RN handoffs, care updates, mobility reporting
- **Pediatric Support:** Age appropriate communication, family support, child comfort
- **Hospital Operations:** Admissions, discharges, internal transfers
- **Life Support:** Basic Life Support, emergency response, patient stabilization

PROFESSIONAL AFFILIATIONS

- Florida Department of Health, Certified Nursing Assistant licensure.
- American Heart Association, Basic Life Support credential holder.
- Healthcare patient care and transport medicine professional community member.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST