



# CHARLTON JAO MERCADO

REGISTERED NURSE

## CAREER OBJECTIVES

- A passionate professional seeking a position that will enable me to use my strong organizational skills, award-winning educational background, and ability to work well with people while making a significant contribution to the success of the company

## CONTACT INFO

EMAIL: [mercadocharlton@gmail.com](mailto:mercadocharlton@gmail.com)

MOBILE NUMBER: +63917 504 8133

LinkedIn: [www.linkedin.com/in/chrltnjao23](https://www.linkedin.com/in/chrltnjao23)

## WORK EXPERIENCE

### CLINICAL DENIALS CLINICIAN

**Conifer Health Solutions GBC | Sept. 2022 - Present**

- Performed retrospective (post-discharge/post-service) medical necessity reviews to determine appellate potential of clinical disputes/denials or those eligible for clinical review.
- Constructed and documented a succinct and fact based clinical case to support appeal utilizing appropriate module of InterQual criteria.
- Demonstrated ability to critically think, problem solve and made independent decisions supporting the clinical appellate process.
- Demonstrated proficiency in use of medical necessity criteria sets, MCG and InterQual, as evidenced by Inter-rater reliability studies and other QA audits
- Demonstrated basic patient accounting knowledge.
- Served as resource to non-clinical personnel
- Provided CDC leadership with sound solutions related to process improvement

### STAFF NURSE (BEDSIDE NURSE)

**St. Luke's Medical Center - Global City |**

**July 2019 - August 2022**

- Assigned in a 38-bed capacity unit catering to general cases such as medical-surgical, pediatric, obstetric, and step-down ICU.
- Assessed and planned daily nursing care activities for my assigned patients
- Identified and diagnosed the nursing needs of my patients and coordinated those within the healthcare team.
- Documented nursing interventions timely and accurately using the international standards set.
- Took part in innovations to improve existing nursing care modalities

### PROGRAM COORDINATOR (LOCAL AND INTERNATIONAL NURSING LICENSURE EXAMS)

**Top Rank Review Academy | April 2017 - July 2019**

- Performed administrative function as the department head
- Assigned tasks to subordinates to ensure quality and timely delivery of service.
- Attended to student concerns contributing to the better review experience increasing the satisfaction rate up to 50%
- Worked with other department heads and managers inside the company as well as other key persons outside the organization such as school deans.
- Guided students' by providing holistic support and assistance.

### JUNIOR FREELANCE REVIEWER/LECTURER (NURSING AND MIDWIFERY)

**Top Rank Review Academy | June 2017 - present**

- Prepared and delivered lecture to students in preparation for the local licensure exam
- Initiated, facilitated and moderated classroom discussions
- Administrated and rationalized series of exams, critical thinking drills and pre-board simulation exam incorporating test taking and analytical thinking skills.
- Contributed to the company's performance rating on every board examination of nursing and midwifery since 2017.

### INTERNATIONAL REPRESENTATIVE

**Top Rank Review Academy and Institute for**

**Continuing Career Advancement | Oct 2017-Mar 2019**

- One of the official representatives of the company to provide review and exam preparations to nurses in Jakarta, Bandung, and Yogyakarta, Indonesia
- Conducted seminars, try-out sessions, and series of review in preparation for the NCLEX and Qatar RN exam

## LICENSE AND CERTIFICATE

- **ACTIVE PRC LICENSE**
  - November 2016 Philippine Nurse Licensure Examination Passer

## AREAS OF EXPERTISE

- **EXCELLENT COMMUNICATION SKILLS**
  - English and Filipino Language
  - Chavacano and Visaya dialect
  - Both written and verbal communication
- **ADVANCED LEVEL COMPUTER SKILLS**
  - Microsoft Office 360, Basic to Intermediate Adobe Photoshop skills
  - Troubleshooting and maintenance
  - Social-media usage and management
- **COLLABORATOR (TEAM PLAYER)**
  - Can work with or without supervision
  - Can work under pressure
- **COMPETENT CLINICAL SKILLS**
  - Performed patient care without direct supervision of a unit manager following stringent JCI-accredited hospital protocol.
  - Attended continuing education via seminars and conferences
  - Diligent and proactive

## WORK REFERENCES

- **WENDEL A. ESTRABO, PhRN, UKRN**
  - Staff Nurse
  - University Hospital Lewisham, United Kingdom
  - wendelestrabo@gmail.com
- **ROLAND D. VILLEGAS, RN, MAN**
  - Corporate Director
  - Top Rank Review Academy
  - +63917 861 0020
  - toprankreview@gmail.com
- **LOUCELE U. EGUARRAS**
  - Charge Nurse
  - St. Luke's Medical Center - Global City
  - 09617878036

## ACADEMIC HISTORY

### WESTERN MINDANAO STATE UNIVERSITY

**Bachelor of Science in Nursing | June 2012 - Mar 2016**

- Clinical Proficiency Awardee (Gold medalist)
- Leadership and Service Awardee
- GPA of 1.43

## TRAININGS AND SEMINARS

### INTERNATIONAL NURSING EXAM PREPARATION FOR NATIONAL COUNCIL FOR LICENSURE EXAMINATION (NCLEX)

**Speaker | March 26 - 28, 2019**

- Aisyiyah University of Yogyakarta, Yogyakarta Indonesia

### 1ST INTERNATIONAL CONFERENCE OF MANADO HEALTH POLYTECHNIC

**Oral presenter and Delegate | Dec 7 - 8, 2017**

- Sponsored by Ministry of Health of the Republic of Indonesia and Budi Luhur International Network for Education
- Manado, North Sulawesi, Indonesia

### ABC'S OF CHEMOTHERAPY

**PARTICIPANT | SEPT 09, 2021**

- Clinical Advancement and Informatics
- St. Luke's Medical Center - Global City

### EVIDENCE-BASED NURSING: COMPETENCIES, CHALLENGES & RESEARCH

**Participant | Aug 24, 2019**

- Philippine Nurses' Association - NCR Region Zone 4 & 5
- Pasig Children's Hospital - Pasig City

### INCREASING THE LID OF LEADERSHIP: A SEMINAR WORKSHOP

**PARTICIPANT | Dec 16, 2018**

- Interspect and Top Rank Review Academy