



CURRICULUM VITAE

CARLA TAIANO

www.linkedin.com/in/carla-taiano-14a09297

TEL: +549-11-58078530

OBJETIVE

I'd like to be part of a company in which I can grow professionally.

I have a driving license and a European passport. I am available to travel and willing to relocate in another country.

SKILLS

Proactive, empathetic, decisive, versatile, committed, responsible, adaptable to changes, and teamwork skills.

EDUCATION

MASTER'S IN LEADERSHIP AND PATIENT SATISFACTION - 2023 – ARGENTINE CATHOLIC UNIVERSITY OF BUENOS AIRES

BACHELOR'S DEGREE IN NURSING - 2017 - NATIONAL UNIVERSITY OF LA PLATA

UNIVERSITY NURSE - 1999 - UNIVERSITY OF BUENOS AIRES

EMPLOYMENT HISTORY

SYNTHON-BAGÓ PHARMACEUTICAL LABORATORY

- PATIENT SUPPORT PROGRAM - APRIL 2017- PRESENT.

Head of Patient Support Program (07/2020-Present): Managing and leading the patient program (5 people in charge), planning strategies and actions to provide excellence in service quality, reporting and analysis to identify trends and opportunities.

Supervision and reporting of objectives and results. Preparation of surveys, several lists and data uploading through CRM platform. Planning and organization of online chats for patients. Stock control by Tango platform. Proposals and review of topics and contents of educational material for patients.

Patient Support Program Nurse (04/2017-06/2020): Ongoing patient counseling from the start of treatment. Registration of calls and home visits in the management platform (CRM). Patient support and containment to ensure adherence to treatment. Adverse events reporting to the Pharmacovigilance sector.

SWISS MEDICAL GROUP SA – NEONATOLOGY - OCTOBER 1999 - MARCH 2017.

Referent of Supervisory (08/2009- 03/2017): Staff coordination (20 people in charge), implementation and control of protocols, staff induction, medical records auditing, management of employee attendance spreadsheets, management of Labor Risk Insurance Company, management of overtime bank, keeping report books, reports on nursery supervision, protocol drafting for carrying out procedures, problem solving, placing orders to pharmacy and laboratory, stock control. Tutor (Instructor) for service training and speaker at training conferences.

Neonatology Nurse (10/1999- 03/2007): Assistance to the newborn hospitalized in the high complexity Intensive Care Unit. Reception of newborn in delivery room. Healthy newborn care and teaching mothers about rooming-in breastfeeding and care for the newborn.