

Maria Santos

Hospital Lactation Consultant

Compassionate Hospital Lactation Consultant (IBCLC) with 7 years of experience in acute-care maternal-newborn settings. Proficient in supporting breastfeeding mothers immediately postpartum through discharge and coordinating community follow-up. Bilingual English/Spanish with a record of improving breastfeeding initiation and exclusive breastfeeding rates across diverse patient populations.

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Experience

Hospital Lactation Consultant (IBCLC) Jan 2018 - Present

Northwestern Memorial Hospital Chicago, IL

Provide comprehensive inpatient lactation services across a Level III NICU and postpartum unit.

- Perform 35+ daily lactation assessments supporting 1,200+ families annually
- Increased exclusive breastfeeding at discharge from 58% to 79% over 3 years through protocol improvements
- Lead monthly Baby-Friendly Hospital Initiative training for 60 nursing staff per cohort
- Coordinate warm handoffs to community lactation resources, reducing 30-day readmissions related to feeding by 18%

Maternity Nurse May 2017 - Dec 2017

Rush University Medical Center Chicago, IL

Provided bedside breastfeeding support as part of postpartum nursing care.

- Assisted 20+ new mothers daily with latch, positioning, and milk supply concerns
- Completed 1,000 supervised lactation consultation hours toward IBCLC eligibility

Skills

Postpartum Lactation Support

Baby-Friendly Hospital Initiative

Breastfeeding Assessment & Planning

Bilingual Patient Education (Spanish)

NICU Protocols

Electronic Health Records

Education

Bachelor of Science in Nursing

May 2017

University of Illinois at Chicago

Chicago, IL

Nursing

GPA: 3.6

Languages

English

Native

Spanish

Native



Certificates

International Board Certified Lactation Consultant (IBCLC)

2019

International Board of
Lactation Consultant
Examiners

Certified by IBLCE

Registered Nurse (RN)

2017

Illinois Department of
Financial and Professional
Regulation

Illinois nursing license