

# Mohamed Mohamed

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## EXPERIENCE

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### University of Minnesota

August 2022 – Present

Desktop Support Professional | Minneapolis, MN

Responsible for end user hardware troubleshooting, monitoring and maintenance.

- Used technical and customer service skills to provide exceptional face-to-face support for individual and multiple user devices in workspaces, classrooms, labs and clinics across campus and the Health Care Component.
- Traveled to users across the University campus in response to technology help requests while staying connected to real-time communication channels.
- Served as an escalation point for issues that cannot be resolved remotely, including hardware failure and reimaging. Work with hardware vendors to maintain up-to-date knowledge to support hardware troubleshooting.
- Diagnosed, troubleshoot, installed and configured End User Computing devices, peripheral equipment, network hardware, and software both remotely and onsite.
- Image and deploy new and re-issued workstations and maintain accurate asset records.
- Demonstrated compassion, stewardship, team orientation, dexterity and professionalism as a representative of OIT.
- Maintained environments that adhere to audit compliance (e.g., HIPAA as required).
- Provided support for virtual teams at various locations utilizing remote monitoring and management software to resolve customer requests.
- Consistently updated tickets daily with work performed and troubleshooting information.
- Established a high level of personal credibility and builds strong professional working relationships with customers.
- Provided updates, status, and completion information to supervisor, problem request tracking system, and/or users, via voice mail, e-mail, chat, or in-person communications.

### University of Minnesota

Adult Mental Health Case Manager | Minneapolis, MN

March 2022 – June 2022

- Gathered information to identify the recipient's functioning level and need for services in all domains.
- Developed a service plan (Individual Community Support Plan) with the client (and family) designed to meet the needs of the client which were identified in the assessment.
- Completed and regularly review the written functional assessment
- Routinely contact and monitoring or communicate with the recipient, family members, providers, or other relevant persons about the status of the recipient, the individual service plan or progress in achieving the goals of the service plan
- Maintained records related to the recipient's status and functioning
- Developed and revise goals as needed including written service agreements and routine case supervisory activities
- Made effective linkages with natural and social supports as outlined in the ICSP.
- Monitored client use of services to assure that services are meeting client needs as planned.

### Metro Behavioral Health

Mental Health Practitioner | Minneapolis, MN

February 2022 - Present

- Assessed client needs, identify client goals, and plan services so that recipients' needs are met, and achievement of goals is promoted. Developed positive working relationships with clients to engage them in working on their goals.
- Provided services to assigned clients using the approved activities included within Adult Rehabilitative Mental Health Services (ARMHS): Basic Living and Social Skills, Community Intervention, and Transition to Community Living.
- Provided crisis assessment and intervention by involving supervision, family and community resources to ensure clients receive the help they need to be safe themselves and keep others safe in their homes and in the community.

### San Diego County Health and Human Services Agency

December 2020 - January 2022

Human Service Specialist/Covid-19 Investigator | San Diego, CA

- Conducted personal interviews with clients to obtain, clarify, and verify financial, demographic, medical, and other information to determine eligibility for financial, health, and medical assistance and services.
- Read, interpreted, and explained regulations, requirements, legal rights, and responsibilities to clients; receives and responds to questions and complaints from clients and representatives from outside agencies.

- Obtained or retrieves financial, demographic, medical, personal, and other information used to determine initial or continuing eligibility for federal, state, and county programs; reviews and verifies information provided by clients and other sources for accuracy and completeness
- Evaluated documentation provided by clients and determines if clients meet eligibility requirements based on rules and policies.
- Used specialized computer applications to enter and retrieve information, process eligibility determinations and benefit levels, issue notices, schedule appointments, prepare correspondence, prioritize work, or perform other relevant tasks.
- Entered data and updates automated records and files pertaining to client information such as renewals, income, expenses, and personal and demographic information; completes forms, notices, and documents required to certify or deny eligibility for public assistance programs; processes and updates automated and manual eligibility records in accordance with established guidelines
- Provided detailed explanations to clients on how and where to obtain services, benefits levels, and applicable share of costs; assists customers by facilitating enrollment in health programs and explaining instructions, laws, rules, and regulations.
- Interacted with representatives of County
- Obtained and review patient demographic, location, laboratory, clinical, and risk information available in health department surveillance systems or other data systems in order to determine investigation priorities, per local protocols.
- Depending upon local triage protocols, follow-up with healthcare providers to obtain additional medical and socio-demographic information and confirm patient receipt of test results and/or diagnosis of COVID-19.
- Maintained up-to-date information about COVID 19 disease prevention, transmission and investigation processes by working collaboratively with a group of cross-functional team members, with a common goal of eliminating public health crisis

### **SAN DIEGO STATE UNIVERSITY**

August 2017 – May 2019

Research Assistant | San Diego, CA

- Examined the quality of behavioral guidance policies in early care & educational programs.
- Assisted department with data coding with supervision of Dr. Sarah Garrity.
- Researched coding trends in higher education and early-childhood education

### **GOLDEN LIFE ADULT DAY HEALTH CENTER**

December 2016 – May 2019

Social Worker | San Diego, CA

- Worked closely social workers throughout the department in ensuring company procedures.
- Provided case management, clinical intakes, biopsychosocial assessments and counseling to older adults and the elderly
- Referred clients to other programs and community agencies to enhance treatment processes.
- Documented and charted competent and complete client notes and necessary documentation
- Served a culturally diverse aging population ranging from 55-88 years old.

### **SAN DIEGO CITY COLLEGE**

August 2014 – January 2015

Instructional Aide | San Diego, CA

- Designed lesson plans and authentic materials for weekly small group tutoring sessions.
- Assisted professors in assuring instructional coursework was completed by students
- Attended and participated in workshops and in-service training to update job related skills
- Collaborated to implement content-based assignments for strengthening student's English speaking and listening skills
- Created workshops to strengthen problem solving skills

### **HUDA COMMUNITY CENTER**

Jan. 2016 – December 2022

Academic Coach/ Project Lead | San Diego, CA

- Met with students to help them plan, set, and reach goals
- Communicated with students about issues or concerns that may affect their academic performance
- Encouraged students to complete assignments and other activities in timely manner
- Lead the coordination of field trips, volunteer programs, and internship programs
- Coordinated major programs including Child Nutrition, Access to Healthcare, Food Pantry, and Ramadan Iftar programs which approximately serves about 200-300 individuals a night during month of Ramadan

## EDUCATION

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### **SAN DIEGO STATE UNIVERSITY**

August 2019

Bachelor of Arts- (BA), Multi/Interdisciplinary Studies emphasis in three departments  
Social Work, Gerontology, Child & Family Development

### **SAN DIEGO MESA COLLEGE**

May 2016

Associate of Arts- (AA), Liberal Arts and Sciences, Science Studies, Physical Sciences, Pre-Nursing

### **UNIVERSITY OF MINNESOTA CODING BOOTCAMP**

December 2022

Full-Stack Web Development Certificate

## SKILLS

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- Fluent in Arabic & Proficient in Somali
- Microsoft Office & Excel
- Adobe Acrobat
- CPR Certified
- Teamwork
- Public Speaking
- Interpersonal Skills
- Willingness to Learn
- Leadership
- Detail Oriented