

Community Advocate

ROBERT SMITH

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Alabama.

Objective

Results-oriented professional with extensive experience in global manufacturing, customer relations, and community organization.

Skills

Peer Educator, Management.

Work Experience

Community Advocate

JUSTICE UNITED - August 2016 - 2020

- Assisted CEF members in attaining employment, securing stable housing, and achieving greater financial stability by helping write resumes.
- Participated in outreach campaigns via phone, or mail, as directed, to welcome members, check-in on members, and educate members on plan offerings.
- Participated in presenting plan information at member educational meetings.
- Coordinated the full investigation, resolution, and documentation of complex member issues in accordance with SOP requirements.
- Ensured members have a positive experience and are educated on the various processes.
- Acted as member advocate with providers, and community-based organizations as appropriate.
- Assisted members as needed, including locating a PCP, obtained medical records, obtaining transportation.

Community Advocate

ABC Corporation - 2013 - 2016

- Assist with breakfast, lunch, snack, including clean-up.
- Work with individuals, small groups, or large groups as assigned.
- Maintain various records and files.
- Provide programmed practice activities and repetitions as developed by therapist or pathologist.
- Assist with mobility needs such as, lifting and positioning clients, lifting in and out of wheelchairs; loading and unloading on the bus; transporting clients in and around the community and on field trips.
- CDS Net/TecTrans Call Center Operator Assist CHP with emergency calls Answered inquiries by clarifying desired information; researching, locating, and providing information.
- Sells additional services by recognizing opportunities to up-sell accounts; explaining new features..

Education

Bachelor of Science in Biochemistry - (North Carolina State University - Raleigh, NC)