# SUMMARY

Versatile and dedicated case manager with 9 years of experience providing referral services and the highest level of care to disabled individuals to motivate, monitor and track client progress and transition clients to a path of self-sufficiency.

* Demonstrated expertise in outreach services delivery
* Matchless interactive skills and ability to build rapport with clients and fellow team members
* Competent trainer and supervisor of professional and volunteer staff

# EXPERIENCE

## **Case Manager for Ongoing Care, Colorado Access: Access Long Term Support Services** August 2009- Present

* Serves as a liaison to and works closely with health care professionals overseeing long-term care services for up to 150 disabled clients to ensure continuity of care in accordance with Medicaid standards
* Adapts and curates lesson plans regarding eligibility and funding as a designated team trainer, training incoming case managers and serving as interim and acting case manager for colleagues on leave, increasing caseload by 5-10% at any time
* Communicates with management team during weekly service meetings to troubleshoot specific case policy changes and analyze client data to optimize efficiency
* Advocates for the needs of individual clients and manages progress to ensure to optimal care and coverage collaborating with healthcare providers, doctors, and volunteers members to refer clients to partner agencies coordinating their basic care needs including: counseling services, adult day programs, personal care services, and independent life skills training
* Attended and received training certificates in Customer Service, Crisis Calls, Home Visit Safety, Mandatory Reporting and Cultural Compentency to facilitate professional development
* Awarded Team Member of the year as voted on by fellow team members for outstanding dedication to clients and team

## **Assault Survivor Advocate, Assault Survivor Advocacy Program at UNC** January 2008- May 2008

* Provided on-call emergency advocacy for on- and off-campus students and community members
* Held weekly office hours for walk-in appointments and emergencies
* Maintained confidential record keeping, data entry, and file purging

## **Program Director, University of Northern Colorado International Film Series** May 2008-May 2009

* Supervised daily task delegation and scheduling for a professional staff of 8 and volunteer staff of 3
* Managed funding allocations for procurement and marketing for weekly programs
* Prepared and presented annual budget proposals to UNC Student Government and departmental stakeholders
* Secured an annual program budget of $60k with a 16% annual increase
* Solicited feedback to ensure continued development, improvement, and longevity of the program

# EDUCATION

## **Master of Humanities** 2017 Visual Studies; Women’s and Gender Studies University of Colorado Denver

Graduated Magna Cum Laude

## **Bachelor of Arts** 2009

Psychology  
University of Northern Colorado

**Computer Proficiencies**

* Expert in Microsoft Office Suite
* Well-versed with computer/printer/systems preferences and troubleshooting
* Proficient with Adobe Creative Suite
* Fluent in both Mac and Windows operating systems
* Familiar with CU Systems, EMS scheduling system, and My CU Info

# SERVICE TO THE PROFESSION

## **President, Master of Humanities and Social Sciences Student Union** 2015-2017

* Managed operational budget and funding requests, oversaw semi-annual and semesterly programs, coordinated and trained volunteers for events, and initiated marketing and retention plan for current students and alumni members

## **Research Assistant, CU Denver MHMSS Program** May 2015-August 2015

* Procured, recorded, and synthesized data for incoming humanities and social science lecturers and instructors