

# Aiko Kim

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## PROFESSIONAL SUMMARY

Experienced Case Manager with extensive expertise enhancing workflow efficiency and client satisfaction. Proven history of resource coordination, client relationship building, and community partnership development. Committed to delivering high-impact solutions that contribute to client well-being.

## WORK HISTORY

**Case Manager**, 01/2018 - Current  
**Neighborhood Support Center** – Columbus, OH

- Managed 150+ client cases annually, increasing satisfaction by 20%.
- Reduced case resolution time by 15%, improving workflow efficiency.
- Developed community partnerships, raising \$50k in funding.

**Social Work Specialist**, 01/2014 - 12/2017  
**Community Outreach Solutions** – Columbus, OH

- Spearheaded projects that cut costs by \$30k annually.
- Assisted in achieving a 30% increase in program reach.
- Implemented new tracking systems to enhance service delivery.

**Support Case Coordinator**, 01/2010 - 12/2013  
**Hope and Help Foundation** – Columbus, OH

- Coordinated 200+ support cases yearly with 98% satisfaction.
- Improved client documentation processes, reducing errors by 25%.
- Organized bi-monthly client workshops, boosting trust by 10%.

## ACCOMPLISHMENTS

- Overhauled service delivery model, increasing efficiency by 30%.
- Led team in winning Best Case Management Program 2019.

## SKILLS

Community Partnership Development



Resource Coordination



Client Relationship Building



Case Management



Crisis Intervention



## CERTIFICATIONS

- Certified Case Manager - Commission for Case Manager Certification
- Advanced Social Work Practice - National Association of Social Workers

## EDUCATION

**Master of Social Work**: Social Work, 05/2010  
**University of California, Berkeley** - Northwood, OH

**Bachelor of Arts**: Psychology, 05/2008  
**California State University, Sacramento** - Northwood, OH