**Bridget Cockrum**

[Bridget11th@gmail.com](mailto:Bridget11th@gmail.com)

214-457-7005

**SKILLS**

Time Management

Complex Problem Solving

Effective Communication & Interpersonal Skills

Administration and Management

Customer Service Skills

Critical Thinking

**PROFESSIONAL EXPERIENCE**

**Department of Homeland Security**

**Federal Emergency Management Agency (FEMA)** 09/16/2018 to Present

Washington, DC

*IA-Applicant Services Program Specialist*

* Assist disaster survivors with registration for FEMA assistance at a Disaster Recovery Center (DRC) or researches and processes applicant cases from a field office.
* Communicate directly with applicants confirming that they understand the assistance process, disaster assistance programs, and the current status of their case.
* Request and review additional information and/or documentation from the applicant and verifies information is complete and appropriate.
* Provide applicants with referrals to other Federal, State and Local agencies, voluntary organizations, and faith based organizations. Provides information regarding individual Assistance programs to internal and external partners.

**Department of Homeland Security**

**Federal Emergency Management Agency (FEMA)** 09/19/2017 to 07/21/2018

Denton, Texas 76208

*Customer Representative*

* Served as the primary point of contact, conducted telephone interviews and registered disaster survivors who were affected by a declared disaster.
* Conducted verification activities to determine eligibility, analyzed information according to established procedures to determine applicant needs, and provided instructions and referrals to appropriate disaster programs, community resources, and other Federal agencies, as appropriate.
* Assessed and reviewed completed registrations within the National Emergency Management Information System (NEMIS) and provided status updates as well as advised what information should be submitted for disaster assistance programs.
* Created Work Packets in the National Emergency Management Information System (NEMIS) computer database to transmit applicant information for further processing or decisions.
* Conducted casework activities and processed applicant cases based on documentation provided by applicants.
* Identified and analyzed unusual situations or requests and resolved issues or problems within the scope of assigned duties.

**Dallas Independent School District** 03/31/2017 to 12/21/2017

Dallas, Texas 75231

*Substitute Teacher*

* Presented the lesson plans and subject matter to students, which fulfilled the requirements of the curriculum of the regularly appointed teacher.
* Established and maintained efficient classroom management procedures of student behavior.
* Maintained established routines/schedules and procedures of the assigned school.
* Followed all safety standards and procedures of assigned school.

**Wellness Healthcare Solutions, Inc.** 07/1/2013 to 10/04/2016

Desoto, Texas 75115

*Director of Professional Services*

* Directed the daily operations of case management services for individuals with Intellectual developmental disabilities.
* Supervised a team of case managers and ensured all functions were executed within the organization and state requirements.
* Prepared and provided monthly departmental reports to management. Monitored enrollments and discharged cases, reviewed all key monitors for each case manager, updated the billable services and denial reports and monitored all travel expenses for case managers.
* Conducted client screenings and assessments to determine eligibility, reviewed and approved client care plans and provided support services and resources.
* Provided quality assurance visits with clients to ensure quality outcomes, and assisted with crisis intervention.
* Retrieved and entered data into the Texas Department of Aging and Disability Services (DADS) Client Assignment and Registration (CARE) data system and performed other clerical duties.
* Performed continual staff orientation and training to improve staff effectiveness.
* Developed and established collaborative working relationships with staff, program providers, and community agencies and provided exceptional customer service.

**City of Dallas-City Attorney’s Office** 10/12/2005 to 06/29/2013

Dallas, Texas 75201

*Supervisor III*

* Supervised Social Service Coordinators/caseworkers assigned to Specialty Community Courts-Dallas City Attorney’s Office.
* Implemented goals, objectives and procedures for the Social Service department.
* Prepared periodic reports of court cases processed and the court’s community activities as requested by management, Judges and other departments.
* Trained and evaluated employee performance to ensure productivity and compliance.
* Assisted with hiring, training, and evaluating personnel and provided detailed report to management.
* Assisted with the implementation and maintenance of the court’s Enterprise Content Management (ECM) database system.
* Interviewed and assessed clients during court sessions, conducted face to face and by telephone interviews to determine eligibility for court and community resources.
* Provided case management activities for court ordered cases.
* Participated in community engagement activities with community partners/groups and city departments to present and provide information, accessed services for customers, addressed and resolved client and community issues.
* Organized and managed all aspects of the Specialty Court projects and events (i.e. Job Fairs Events) with community partners and city departments.

**EDUCATION**

**Master of Arts – Professional Development** November 1998

Amberton University Garland, Texas

**Bachelor of Science – Rehabilitation Studies** May 1992

University of North Texas Denton, Texas

**Licensed Bachelor’s Social Worker – LBSW-IPR - #26001**

**Expires 03/31/2020**

*(Licensed by the Texas State Board Social Worker Examiners)*

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