

Contact info here:

INSERT NAME

FOCUS

Case Management
Administrative Support
NY State Licensed Security Guard
Housing Recovery Worker
Customer Service
CPR/First Aid and Fire Guard
Certified

TECHNICAL SKILLS

Lotus Notes
Microsoft Outlook
Gmail
Google Drive
Google Plus
Mac User
Windows 7 & 8.1
MS Excel
MS Office
MS Word

ACADEMICS

Public Justice, BA
Minor: Forensic Science
State University of New York at
Oswego, NY

OVERVIEW

A Social Services professional with experience aiding communities in receiving subsidized housing, preventing homelessness and providing government aid to displaced victims of natural disasters.

BACKGROUND

NYC BUILD IT BACK

Case Coordinator

5/2014 – present

- Citywide Build it Back program has fully repaired over 250 homes, with 900 construction projects in process and 3022+ reimbursement checks distributed to those affected by Hurricane Sandy
- Case Coordinator managing the eligibility status for Sandy Recovery Aid at the Housing Recovery Center located in Staten Island, NY
- Provide customer service, client referral and Community Liaison under eligibility review (i.e. DEED)
- Attend Community Outreach events to further inform community officials and other organizations on the State Buyout and Build It Back protocols that are available
- Follow standard operating procedures and policies for client management, accountability and quality control/assurance throughout the life cycle of onboarding participants
- Collect and input various documentation using the Housing and Urban Development (HUD) guidelines
- Manage follow-up emails, phone calls and walk-ins providing up to date status information to participants
- Counsel applicants that are dealing with damaged property and offer referrals to on-site Legal Counseling Services for future concerns (i.e. Mortgage, SBA loan issues, appeals)

WOMEN IN NEED

Case Manager

2/2012 – 5/2013

- Managed client eligibility status for conditional stay under the Department of Homeless Services (DHS) using CARES analog software system
- Weekly submission of tracking forms for clients housed within the facility (i.e. Robinhood, EES, ACS/Child Protective Services reports)
- Provided level 1 housing searches on a biweekly basis and handled referrals for home/apartment tours
- Followed up on client employment, housing (i.e. FEPS, NYCHA, HPD), medical and HRA (Public Assistance) status on a weekly basis

ADDITIONAL EXPERIENCE

- NYPD Central Traffic – Auxiliary Officer 6/2014-Present
- LAPD Traffic Division– Intern/Auxiliary Officer 6/2009-8/2009