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| As a fully bilingual woman, I desire to build upon my education in Human Services (MS) by providing support and assistance to all persons in need, regardless of race, gender or socio-economic status. Possessing over 5 years of remote work experience, I have identified and implemented techniques that allow me to work independently while still being part of a larger team, meet deadlines, and be an overall asset to the organizations goals. |

# Experience

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| 2018 – 2020Director of Marketing, Bronxwood Home for the Aged•Responsible for maintaining a full resident census.•Obtained resident referrals from a wide variety of sources (e.g. community, nursing homes, hospitals)•Conducted assessments and screenings of potential residents•Obtained and compiled appropriate documentation including medical paperwork to determine an appropriate admission can occur. •Acted as a liaison between the admissions team and the referring facility obtaining additional paperwork as needed.•Attended community functions and healthcare organization meetings/events |
| 2017 – 2018Territory Developer, Empire BCBS, Anthem Inc.•Implement programs to develop relationships with community-based organizations to build community coalitions and promotes awareness of the Medicare Advantage products.•Build and manage relationships with local and regional community/charitable organizations that support seniors and people with disabilities; Develops and implements approved community marketing strategies that may include events, community partnerships, and sponsorships.•Worked to raise the community profile of the Medicare Advantage products through regular social and professional contact with grass-roots community leaders and organizers.•Managed and maintained regular marketing and COV schedules for 9 FSR’s creating a minimum of 10-12 additional community sales events, generating additional team sales opportunities.**2014– 2017****Center Director,** PSS-Parkside Senior Center•Worked to assure that the seniors had access to the programs and services that will allow them to thrive end live safely in their community. This includes assurance that center staff complete and intake and assessment for each member, provide case assistance, completing home visits as needed, and proactively predicting how to effectively address members’ needs.•Oversight of overall operations of the senior center.•Maintaining senior center budget, including oversight for the timely and accurate ordering and purchasing of food and supplies.•Responsible for the accurate tracking of membership and units of service.•Oversee and develop programming with a special focus on innovative programs emphasizing healthy, purposeful and successful aging. Setting annual goals and objectives and supervising the program staff in achieving this. 2011 – 2014Program DIrector/Coordinator, Neighborhood S.H.O.P.P-SNGWP•Oversee a team of 3 Service Coordinators and their caseloads servicing the older adult population within 6 Bronx neighborhood districts (roughly over 700 clients)•Monitor contractual registration and outcome expectations for each neighborhood district.•Participate in the coordination and review of Individual Service Plans and the establishment of the short and long-term goals for the clients. •Ensure clients are screened for and provided with benefit and entitlement assistance either through the local agency or other community agencies.•Conduct periodic review of case files ensuring proper organization and documentation procedures were being observed.•Plan, coordinate, and execute events which enabled the clients to participate in social, cultural and recreational activities outside of their daily normal interactions.•Coordinated team and client advisory meetings monthly to ensure clients service needs were included in program planning. 2007 – 2011Team Leader, Neighborhood S.H.O.P.P-Case Management program•Managed a team of 4 Case Managers and their caseloads within the other adult population (roughly over 300 clients)•Maintained an individual caseload of clients, conducting periodic needs assessments through home visits and telephonic monitoring calls.•Formulated and implemented care plans to include the coordination of services such as meals on wheels, homecare or housekeeping, and benefit and entitlements amongst other services.•Conducted monthly review of client files to ensure proper documentation and necessary follow-up services were being provided. |

# Education

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| April 2020Masters of Social Work, Capella UniversityCurrently Enrolled-Expected graduation date-September 2021 |
| May 2009Masters of Science-Human Services, Capella university3.7 GPAMay 2003Bachelor of Social Work, Nyack College3.09 GPA |