SOPHIA BROWN
Welfare Eligibility Associate

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www.qwikresume.com

SKILLS

Data Management Skills

Research Skills

Client Advocacy

Communication Skills

Interpersonal Skills

Time Management

INTERESTS

- 🔧 DIY Projects
- ✂ Crafting
- ⭕ Meditation
- 🏛 History

STRENGTHS

- 🍃 Humility
- 💡 Innovation
- 👁 Insightfulness
- ☑ Integrity

LANGUAGES

English   Russian   German

ACHIEVEMENTS

- ★ Successfully processed over 1,000 eligibility applications, ensuring compliance with state regulations.
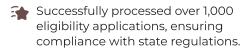- ★ Reduced processing time for applications by 30% through improved data management practices.

PROFESSIONAL SUMMARY

Skilled Welfare Eligibility Associate with a decade of experience in evaluating client eligibility for various assistance programs. Expertise in ensuring compliance with regulations and enhancing service access for individuals in need. Adept at data management, client communication, and streamlining processes to improve service delivery. Passionate about empowering clients to navigate complex eligibility systems successfully.

WORK EXPERIENCE

Welfare Eligibility Associate
WidgetWorks Inc.
📅 Mar / 2019-Ongoing
📍 Denver, CO

1. Greeted clients and conducted comprehensive needs assessments to determine eligibility for assistance programs.
2. Entered and managed client data in databases, ensuring accuracy and compliance with regulations.
3. Reviewed and updated client correspondence files, enhancing the effectiveness of service delivery.
4. Organized and maintained documentation, facilitating timely access to critical information.
5. Collaborated with team members to streamline processes and improve client experience.
6. Provided guidance to clients on application processes, ensuring clear understanding of eligibility requirements.
7. Conducted follow-ups with clients to ensure successful navigation of services and benefits.

Eligibility Associate
Silver Lake Enterprises
📅 Mar / 2015-Mar / 2019
📍 Seattle, WA

1. Reviewed client applications for accuracy and completeness, ensuring compliance with state regulations.
2. Assisted clients in utilizing online applications for public assistance, facilitating smoother intake processes.
3. Communicated with clients and authorized representatives to clarify eligibility requirements and gather necessary documentation.
4. Performed data entry and managed communication with state departments, ensuring efficient processing of applications.
5. Maintained detailed records of client interactions and case statuses, contributing to effective case management.
6. Conducted audits of client files to verify eligibility for assistance programs, ensuring adherence to standards.

EDUCATION

Bachelor of Arts in Social Work
University of California
📅 Mar / 2012-Mar / 2015
📍 Toronto, ON

Focused on social services, client advocacy, and community resources.