

# EMMA JOHNSON

## Eligibility Specialist

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### PROFESSIONAL SUMMARY

With seven years of extensive experience as an Eligibility Specialist, I possess a deep understanding of regulatory compliance and eligibility assessment for public assistance programs. My ability to build rapport with clients ensures they receive the necessary guidance throughout their application journey. I am dedicated to optimizing client outcomes and enhancing program accessibility, while maintaining a high standard of service.

### WORK EXPERIENCE

#### Benefits Eligibility Specialist

Seaside Innovations

📅 Jan / 2021-Ongoing

📍 Santa Monica, CA

1. Performed comprehensive eligibility assessments for clients seeking financial and healthcare assistance, ensuring compliance with program requirements.
2. Managed the intake process, conducting interviews to verify client information and determine eligibility for services.
3. Provided guidance and support to clients during the application process, fostering positive relationships and enhancing client understanding.
4. Maintained detailed records of case activities and documentation in accordance with regulatory standards.
5. Reviewed and verified income, financial resources, and other relevant client information to ensure accurate benefit determinations.
6. Collaborated with community organizations to connect clients with additional support services, enhancing overall client outcomes.
7. Monitored ongoing client compliance with program requirements, conducting follow-up assessments as needed.

#### Eligibility Specialist

Summit Peak Industries

📅 Jan / 2018-Jan / 2021

📍 Denver, CO

1. Gathered and analyzed personal and financial information from clients applying for public assistance programs under the Family and Social Services Administration.
2. Processed healthcare applications through Medicaid, identifying and resolving missing client data to support eligibility determinations.
3. Initiated and responded to client inquiries, providing clear explanations of program guidelines and application processes.
4. Documented all verification activities and summarized case progress in the ICES system to maintain accurate records.
5. Ensured timely completion of tasks with a focus on quality and compliance with agency standards.
6. Addressed corrective actions from Quality Assurance reviews, implementing changes to enhance service delivery.
7. Participated in ongoing training to stay updated on changes in public assistance programs and regulatory requirements.

### EDUCATION

#### Bachelor of Science in Human Services

State University

📅 Jan / 2015-Jan / 2018

📍 Phoenix, AZ

Focused on human services, social work, and public assistance programs.

### SKILLS

Research Skills

Report Writing

Database Management

Critical Thinking

### ACHIEVEMENTS