



# JACKSON TURNER

## Eligibility Supervisor

✉ support@qwikresume.com ☎ (123) 456 7899 📍 Los Angeles

🌐 www.qwikresume.com

### SKILLS

Eligibility Management



Case Organization



Effective Communication



Risk Assessment



Technical Proficiency



Strategic Planning



### INTERESTS

★ Surfing

🌐 Martial Arts

👥 Community Service

📝 Blogging

### STRENGTHS

⌚ Patience

🏔️ Perseverance

📅 Planning

⚙️ Positivity

### LANGUAGES



English



Spanish



Mandarin

### ACHIEVEMENTS

★ Streamlined eligibility review processes, reducing processing time by 15%.

★ Trained and mentored 5 new staff members, enhancing team productivity and accuracy.

### PROFESSIONAL SUMMARY

Accomplished Eligibility Supervisor with 2 years of expertise in managing eligibility assessments and enhancing operational efficiency. Experienced in reviewing documentation for compliance, training staff, and resolving complex case issues. Focused on cultivating a positive team environment while ensuring timely service delivery and adherence to regulations.

### WORK EXPERIENCE

#### Eligibility Supervisor

📅 Mar / 2024-Ongoing

Pineapple Enterprises

📍 Santa Monica, CA

1. Supervised Medi-Cal and CalWorks approval units to ensure compliance and efficiency.
2. Managed In-Home Supportive Services and Homeless Assistance cases effectively.
3. Planned, assigned, and evaluated unit workflows while training employees on best practices.
4. Reviewed case records for accuracy, consistency, and adherence to eligibility laws.
5. Collaborated with Eligibility Workers to resolve complex case issues.
6. Authorized payments and corrections using automated systems based on case reviews.
7. Conducted team meetings to enhance staff development and clarify policies.

#### Eligibility Supervisor

📅 Mar / 2023-Mar / 2024

Summit Peak Industries

📍 Denver, CO

1. Supervised an intake unit for eligibility determinations for cash assistance and medical benefits.
2. Managed front desk operations, coordinating between clerks, pre-screeners, and receptionists.
3. Oversaw the eligibility assessment process, ensuring timely and accurate evaluations.
4. Scheduled assessments and arranged monthly evaluation timelines for applicants.
5. Supervised eligibility teams across multiple facilities to enhance service delivery.
6. Engaged with clients to ensure operational efficiencies and address concerns.

### EDUCATION

#### Bachelor of Arts in Social Work

📅 Mar / 2022-Mar / 2023

State University

📍 Santa Monica, CA

Focused on social services and eligibility assessment methodologies.