



# SOPHIA BROWN

Human Services Specialist Trainee

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## PROFESSIONAL SUMMARY

Enthusiastic Human Services Specialist Trainee with two years of experience in evaluating eligibility for public assistance programs. Adept at guiding clients through complex processes and connecting them with vital resources. Focused on fostering community resilience and advocating for individual needs through empathetic communication and diligent support.

## WORK EXPERIENCE

**Human Services Specialist Trainee** 📅 Apr / 2024-Ongoing  
**Blue Sky Innovations** 📍 Chicago, IL

- 1. Conducted face-to-face interviews to assess eligibility for CalWorks, Medi-Cal, and CalFresh programs, ensuring adherence to established guidelines.
- 2. Managed a caseload of 357 clients, providing timely updates on case statuses and eligibility determinations.
- 3. Reviewed and processed documentation using File Net and CalWin systems, updating records to approve or deny benefits.
- 4. Communicated with clients regarding their case status and provided necessary guidance for completing verification processes.
- 5. Facilitated Medi-Cal tasks for ongoing cases, ensuring smooth transitions for clients exiting cash aid programs.
- 6. Encouraged client participation in Welfare to Work programs, aiding their journey toward self-sufficiency.
- 7. Scheduled and coordinated Redetermination and Recertification Reports to maintain compliance with program regulations.

**Human Services Specialist** 📅 Apr / 2023-Apr / 2024  
**Crescent Moon Design** 📍 Portland, OR

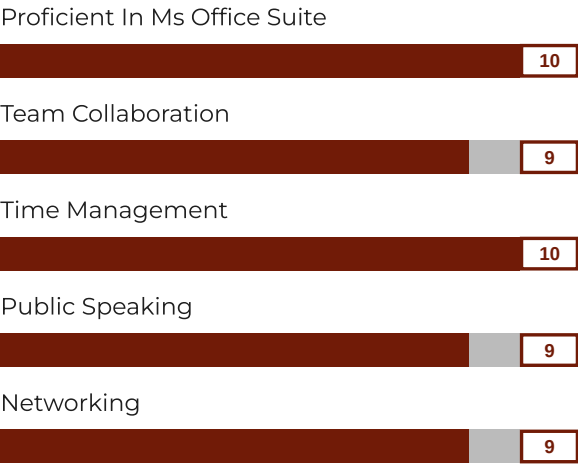
- 1. Ensured timely completion of administrative tasks in a high-pressure environment, maintaining accuracy and organization.
- 2. Performed essential office duties including data entry, document management, and mail processing.
- 3. Provided efficient telephone support, directing calls and taking accurate messages as needed.
- 4. Utilized office equipment to record meeting minutes and assist with daily operations.

## EDUCATION

**Bachelor of Arts in Human Services** 📅 Apr / 2022-Apr / 2023  
**State University** 📍 Chicago, IL

Focused on community service, case management, and social welfare policies.

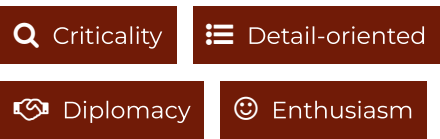
## SKILLS



## INTERESTS

- 🎨 Art
- 🧘 Volunteering
- 🌲 Hiking
- 🧘 Yoga

## STRENGTHS



## LANGUAGES



## ACHIEVEMENTS

- ★ Successfully processed over 300 applications for public assistance, ensuring compliance with regulatory standards.
- ★ Conducted outreach programs that increased community awareness of available services by 25%.