BENJAMIN LEE

Income Maintenance Specialist

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

🌐 www.qwikresume.com

PROFESSIONAL SUMMARY

Dedicated and detail-oriented Income Maintenance Specialist with two years of experience in case management and eligibility determination. Skilled in navigating complex policies and procedures while providing exceptional service to clients. Committed to ensuring access to vital resources and improving community well-being through effective case management and problem-solving.

WORK EXPERIENCE

Income Maintenance Specialist
Maple Leaf Consulting

📅 Jun / 2024-Ongoing
📍 Toronto, ON

1. Provided comprehensive case management and eligibility assessments for various public assistance programs.
2. Implemented policies and procedures to ensure compliance and efficiency in program delivery.
3. Engaged with clients to facilitate access to essential services and resources.
4. Completed special projects as assigned by management to enhance service delivery.
5. Maintained a collaborative and supportive workplace environment.
6. Consistently met or exceeded performance metrics and deadlines.
7. Trained new employees on case management protocols and best practices.

Income Maintenance Specialist
Crescent Moon Design

📅 Jun / 2023-Jun / 2024
📍 Portland, OR

1. Determined client eligibility for public assistance programs through thorough review of medical and financial information.
2. Conducted client interviews to gather necessary documentation for program participation.
3. Performed case management duties for applicants of Medical Assistance, BadgerCare Plus, and FoodShare.
4. Assessed client needs and developed tailored case plans to address individual circumstances.
5. Made informed decisions on complex cases, ensuring fair and equitable outcomes.
6. Engaged in ongoing case reviews and adjustments as needed to support client success.

EDUCATION

Bachelor of Arts in Human Services
State University

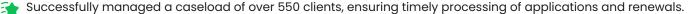📅 Jun / 2022-Jun / 2023
📍 Phoenix, AZ

Focused on case management, social policy, and community service.

SKILLS

Problem-solving	Client Assessment	Communication Skills	Case Management
8	8	10	8

ACHIEVEMENTS

🌟 Successfully managed a caseload of over 550 clients, ensuring timely processing of applications and renewals.

🌟 Achieved a 95% accuracy rate in eligibility determinations for public assistance programs.

🌟 Streamlined case management processes, reducing processing time by 20% through effective prioritization.