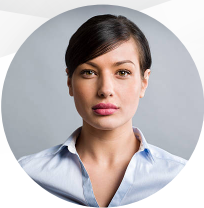


OLIVIA SMITH

Support Coordinator

support@qwikresume.com (123) 456 7899 Los Angeles
www.qwikresume.com



PROFESSIONAL SUMMARY

Experienced Support Coordinator with over 10 years in case management and resource allocation. Proven ability to enhance client care through effective communication and collaboration with multidisciplinary teams.

WORK EXPERIENCE

Support Coordinator II

Seaside Innovations

Jan / 2018-Ongoing
Santa Monica, CA

- 1. Generate comprehensive reports to track patient care and program performance, ensuring compliance with healthcare standards.
- 2. Oversee the assignment of tasks to support staff, ensuring effective service delivery within the Complete Care program.
- 3. Collaborate with healthcare professionals to identify and utilize resources that enhance patient care quality.
- 4. Monitor patient populations to gather statistical data, aligning with program goals and maintaining accurate records.
- 5. Create educational materials to inform patients about care programs and facilitate information retrieval.
- 6. Conduct follow-up communications with patients to ensure adherence to treatment plans and scheduled appointments.
- 7. Utilize electronic health records to generate reports, ensuring compliance with care programs and regulatory standards.

Support Coordinator

Cactus Creek Solutions

Jan / 2015-Jan / 2018
Phoenix, AZ

- 1. Coordinate services for individuals with intellectual disabilities, ensuring access to necessary resources.
- 2. Facilitate person-centered planning, completing monitoring forms and adhering to state deadlines.
- 3. Engage clients and families in developing personalized plans that address needs and expand life opportunities.
- 4. Promote individual choice and control in service delivery, enhancing client empowerment.
- 5. Uphold the values and principles of person-centered care in all interactions.
- 6. Lead and co-facilitate clinical meetings to discuss client progress and service delivery.
- 7. Focus on individualized approaches to care, ensuring that each client's unique needs are met.

EDUCATION

Bachelor of Science in Psychology

University of California

Jan / 2012-Jan / 2015
Phoenix, AZ

Focused on understanding human behavior and mental processes, preparing for a career in support coordination.

SKILLS



ACHIEVEMENTS

- Improved client satisfaction scores by 30% through enhanced service coordination.