

Aisha Patel

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SUMMARY

Dedicated Case Manager with over 5 years of experience in coordinating care and resources for clients in underserved communities. Proven track record of enhancing client outcomes through effective case management and a deep understanding of social services.

EXPERIENCE

Case Manager

Jan 2022 - Present

Community Health Services, San Francisco, CA

- Increased client retention by 30% through personalized care plans and follow-up strategies.
- Managed a caseload of 50+ clients, ensuring timely access to essential services and support.
- Implemented a new digital tracking system that reduced administrative workload by 20 hours per month.

Social Services Coordinator

Jun 2018 - Dec 2021

Family Support Network, San Jose, CA

- Facilitated workshops that improved client engagement by 40%, leading to better resource utilization.
- Collaborated with local organizations to secure \$15,000 in funding for community outreach programs.
- Conducted assessments and created individualized service plans for diverse populations.

Case Management Intern

Jan 2017 - May 2018

Local Mental Health Agency, San Francisco, CA

- Assisted in the development and implementation of care plans for at-risk youth.
- Streamlined client intake processes, reducing wait times by 25%.
- Participated in inter-agency meetings to coordinate care services and support.

EDUCATION

Bachelor of Science in Social Work

May 2018

University of California, Berkeley, Berkeley, CA • GPA: 3.7

SKILLS

Technical Skills: Care Management Software, Client Assessment Tools, Data Analysis, Crisis Intervention Techniques

Tools & Frameworks: Microsoft Office Suite, Salesforce, Case Management Systems, Telehealth Platforms