

Jamal Rodriguez

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SUMMARY

Dedicated Social Services Coordinator with over 5 years of experience in program development and community outreach. Proven track record of enhancing service delivery and improving client outcomes through effective resource management and strategic partnerships.

EXPERIENCE

Social Services Coordinator

Jan 2022 - Present

Community Support Services, Seattle, WA

- Increased client engagement by 30% through the implementation of a new outreach strategy.
- Successfully managed a budget of \$250,000, ensuring 15% cost savings while expanding program reach.
- Developed and facilitated training workshops for volunteers, resulting in a 50% increase in service hours provided.

Case Manager

Mar 2019 - Dec 2021

Family Connections Agency, Seattle, WA

- Assisted over 100 families annually in accessing essential social services, improving client satisfaction ratings by 20%.
- Coordinated interdisciplinary team meetings to streamline service delivery, reducing case resolution time by 25%.
- Implemented a digital case management system that improved data accuracy and reduced paperwork processing time by 40%.

Outreach Specialist

Jun 2017 - Feb 2019

Local Health Initiative, Seattle, WA

- Launched a community health program that increased health service utilization by 35% in under-served populations.
- Built partnerships with local businesses and organizations, securing \$50,000 in sponsorships for community events.
- Utilized social media campaigns to raise awareness, resulting in a 60% increase in event attendance.

EDUCATION

Bachelor of Science in Social Work

May 2018

University of Washington, Seattle, WA • GPA: 3.7

SKILLS

Technical Skills: Case Management Software, Data Analysis, Program Evaluation, Grant Writing

Tools & Frameworks: Microsoft Office Suite, Salesforce, SurveyMonkey