



# Sophia Martin

## Service Care Coordinator

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### STRENGTHS

- ♥️ **Compassionate Communication**  
Engaged empathetically with members, building immediate rapport and trust.
- ⚙️ **Systems Thinker**  
Anticipated systemic needs, adjusting care plans proactively to improve outcomes.
- 👤 **Effective Educator**  
Worked patiently with families, empowering them with necessary knowledge of resources.
- ✂️ **Adaptability**  
Adapted swiftly to changes in member conditions or organizational policies.
- ✅ **Detail-Oriented**  
Ensured accuracy in documentation, following complex regulations unflinchingly.

### SKILLS

- Care Coordination
- Regulatory Compliance
- Effective Communication
- Case Management
- Community Resource Navigation
- Personalized Service Plans
- Healthcare Collaboration
- Documentation Skills
- Member Education
- Assessment Skills   Care Planning

### SUMMARY

Driven Service Care Coordinator with over three years directing care for long-term service members. Creative thinker focused on developing tailored service plans, assessing member needs, and coordinating efficiently with healthcare professionals. Pursuing continuous improvement to guarantee top-notch service delivery while maintaining strict compliance with regulations. Passionate about educating families on available resources and supporting overall health outcomes, fostering trust and collaboration. Committed to excellence in documentation practices and proactive feedback mechanisms that enhance our services and retain member satisfaction.

### EXPERIENCE

#### Service Coordinator

Helping Hands Health Services 📅 January 2025 - Present 📍 Chicago, IL

Lead efforts in developing and managing personalized care plans for long-term service members. Regularly evaluate member conditions through ongoing assessments, ensuring comprehensive support is provided. Work closely with healthcare providers, facilitating essential resources and services as needed. Document all interactions meticulously, maintaining compliance with appropriate standards and regulations.

- Monitor and adapt individual care plans based on evolving member needs.
- Coordinate critical connections between members and diverse healthcare providers.
- Conduct assessments that inform actionable insights into member wellbeing.
- Sustain detailed documentation covering interactions and care adjustments.

#### Care Management Specialist

Community Care Partners 📅 June 2023 - December 2024 📍 Aurora, IL

Contributed to creating holistic management strategies that catered specifically to member needs. Provided education to members and their families on various services available, empowering them to access the resources effectively. Ensured regulatory compliance by thoroughly documenting all care activities and strategies implemented during the process.

- Assisted in establishing individualized care management approaches tailored to circumstances.
- Guided families in understanding and utilizing available community services.
- Maintained extensive records adhering to state and federal regulations.
- Collaborated within teams to refine care strategies that maximize member outcomes.

#### Intern Care Coordinator

Local Community Clinic 📅 January 2023 - May 2023 📍 Springfield, IL

Gained hands-on experience by assisting in the coordination of daily care operations for patients. Supported case managers in maintaining accurate patient records and coordinating follow-up appointments to assure continuity of care. Engaged with interdisciplinary teams aimed at improving patient access to valuable community resources.

- Helped organize patient appointments and manage scheduling efficiently.
- Actively supported the implementation of care initiatives benefiting community members.
- Regularly updated electronic health records to reflect accurate patient information.
- Participated in team meetings focusing on enhancing workflows in care delivery.

### LEADERSHIP & AWARDS

- Certified Case Manager (CCM), 2024
- Licensed Practical Nurse (LPN), 2021

### EDUCATION

#### Bachelor of Science in Human Services

University of Illinois 🎓 GPA: 3.7 📅 2023 📍 Champaign, IL

Problem Solving

Time Management

Team Collaboration

Feedback Mechanisms

## LANGUAGES

English Native

Spanish Intermediate

## MY CAREER



● Service Coordinator at Helping Hands Health Services (1.4 Years)

● Care Management Specialist at Community Care Partners (1.5 Years)

● Intern Care Coordinator at Local Community Clinic (4 Months)

**Coursework:** Human Development, Social Policy, Case Management, Counseling Techniques

## CERTIFICATIONS

- Certified Case Manager (CCM) 📅 2024
- Licensed Practical Nurse (LPN) 📅 2021

## TECHNICAL SKILLS

- **Documentation Tools:** Microsoft Office, Google Docs, EHR Systems
- **Communication Tools:** Microsoft Teams, Zoom, Skype
- **Assessment Tools:** Clinical Assessment Tools, Questionnaires, Surveys
- **Resource Coordination Platforms:** Referral Software, Service Finder Apps, Community Databases
- **Data Tracking Software:** Excel, Database Management Software, CRM Systems
- **Care Management Software:** CareSmart, Casenet, InSync
- **Compliance Monitoring Tools:** Regulatory Compliance Software, Reporting Tools, Audit Checklists
- **Client Engagement Software:** Thrive, ClientTrack, CareEcho
- **Presentation Tools:** PowerPoint, Google Slides, Canva
- **Training & Development Resources:** Webinars, Workshops, Continuing Education Programs

## PROFESSIONAL AFFILIATIONS

- Member of National Association of Social Workers
- Volunteer at Local Food Bank

## ADDITIONAL INFORMATION

**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

AVAILABLE ON REQUEST