

## SUMMARY

Fluent in French, English, Kiswahili, Kinyarwanda, Kirundi, and conversational Spanish and Arabic.

Highly energetic with excellent interpersonal skills, motivation, and a commitment to excellence Extensive international travel experience. Compassionate Case Manager accustomed to treating diverse patient needs while managing dynamic conditions. Collaborative professional possessing excellent clinical knowledge and judgment combined with strong documentation and problem-solving abilities. Well-versed in managing emergent cases with poise.

## SKILLS

- Needs Assessment
- Educational Support
- Client Advocacy
- Disability Support
- Progress Monitoring
- Family Education
- Patient Support
- Problem-Solving
- Documentation and Reporting
- Decision-Making

## EXPERIENCE

### **CASE MANAGER I** | 02/2023 to Current

#### **Catholic Charities - Dallas, Texas**

- Developed individualized case plans in collaboration with clients, outlining steps towards self-sufficiency, education, employment, healthcare, and housing
- Provided extensive guidance and support through the resettlement process, including completing necessary documentation, connecting clients with appropriate resources, and advocating on their behalf
- Collaborated with community organizations, government agencies, and service providers to ensure access to essential services such as healthcare, language training, and employment opportunities
- Facilitated cultural orientation sessions and workshops to promote cultural understanding and integration among refugees and the local community
- Monitored and evaluated client progress, documented outcomes, and made necessary adjustments to service plans as needed
- Maintained accurate and up-to-date case records, ensuring compliance with agency policies and confidentiality regulations.
- Developed trusting relationships with social services, health care providers and governmental agencies.

### **CATHOLIC CHARITIES – INTENSIVE CASE MANAGER** | 01/2023 to Current

#### **Catholic Charities - Dallas, Texas**

- Determined and evaluated client eligibility for the PC-ICM Program, conducted intake assessments
- Analyzed client vulnerability and assessed individual strengths, abilities, and skills deficits
- Developed individual care plans, determined necessary resources, and advocated for individuals to access and obtain services to meet their needs
- Educated individuals with physical impairments in the use of medication, resources, and community services
- Linked individuals to psychiatric services and other support such as medical, educational housing, transportation, legal, and financial services
- Managed support services and communication with social workers, nurse

- practitioners, and other care providers
- Attended meetings with service providers to coordinate treatment and service plans, ensuring an integrated care plan is implemented
- Assessed individuals to determine emergency needs and assisted with applications for supplemental security income if appropriate.
- Provided intensive case management services to individuals with severe mental health and substance abuse issues.

**CERTIFIED STATE INTERPRETER | 01/2015 to 02/2023**

**Translation & Interpretation Network (TIN), Catholic Charities - Fort Worth, Texas**

- Interpreted in French, English, Swahili, and Kinyarwanda in medical, court, and mental health settings
- Demonstrated general erudition and intimate familiarity with cultures
- Profound ability to express thoughts clearly and concisely.
- Provided simultaneous interpretation services for a variety of settings, such as conferences, meetings, and court hearings.
- Adhered to professional ethics standards when providing interpretation services.
- Assisted clients in understanding cultural differences that could affect communication outcomes.
- Supported colleagues by providing assistance with translations as needed.
- Delivered real-time, accurate oral translations and interpretations for clients.

**HUMANITARIAN SUPPORT STAFF IV | 04/2021 to 06/2021**

**Culmen International - Dallas , TX**

- Pod leader responsible for maintaining confidentiality and understanding the role within the global team
- Planned and monitored workflow, communicated effectively with the group, and ensured positive behaviors and a safety culture
- Demonstrated an outstanding level of professionalism, determined the best use of time, and assigned activities appropriately
- Ensured urgent and important tasks were completed first and kept necessary people informed of activities and developments.
- Developed and implemented operational plans to ensure efficient workflow of daily tasks.
- Provided guidance to junior staff members regarding best practices for productivity improvement.

**BUSINESS OWNER (CITRUS BISTRO SEAFOOD), POSITION MANAGER | 01/2010 to 01/2013**

**citrus bistro seafood - Dallas-Fort Worth, Texas**

- Successfully managed a family restaurant, overseeing a team of 18 including kitchen and wait staff
- Met with suppliers to negotiate prices and assess stock levels
- Demonstrated excellent communication skills and a strong attention to detail
- Possessed good knowledge of food and beverage with a focus on excellent customer service.
- Developed strategies for improved operational efficiency and customer satisfaction.
- Created new menu items based on customer feedback and industry trends.

**UNDERWRITING DOCUMENT SCANNER, CLAIM ASSISTANT | 01/2005 to 01/2010**

**Dallas National Insurance Company - Dallas, Texas**

- Scanned all insurance documents, including policies, agreements, rates, quotes, claims, and accompanying documents
- Posted check payments, prepared deposits, maintained financial records, and performed other office duties as a claim assistant.

**FRENCH TEACHER | 01/2003 to 01/2004**

**Academy European - San Jose, Costa Rica**

- Prepared French classes, including curriculum, testing, evaluations, material, and

- lessons for students of all ages and nationalities
- Assisted with the translation of documents and correspondence in French.

**FRENCH TEACHER** | 01/2001 to 01/2002

**Language Network Company - Crystal Lake, Illinois**

- Taught French to children ages 7-16 after regular school hours
- Assisted the school in translations of documents and correspondence when requested.

**INTERNATIONAL TELEX OPERATOR** | 01/1994 to 01/2001

**Oman Arab Bank - Muscat, Oman**

- Coordinated all incoming local/international Telexes involving numerous banking situations
- Interpreted Swahili to English, receiving VIP customers from Africa and Europe
- Provided customer services.

**COMMUNITY LEADER VOLUNTEER** | 01/1992 to 11/1998

**Lions Club International - Ruhengeri, Rwanda**

- Coordinated over 300 volunteers
- Provided resources for refugees and organized fundraisers for food and water
- Planned and led activities to develop physical, emotional, and social growth in kids and families
- Demonstrated multicultural sensitivity and awareness.

## EDUCATION AND TRAINING

**United States - Fort Worth, TX**

**J.D.**

Linguistics, **08/2013**

**National Institute of Oman**

**English for Business (Levels I-II-III)**

Banking and Financial Support Services, **01/1995**

**Ecole Francaise De Bujumbura - Burundi**

**Associate of Applied Science**

Linguistics, **08/1989**

**Educatel Belgium**

**Secretarial Hostess**

## ACCOMPLISHMENTS

- best employee of the quarter award

## LANGUAGES

**French:**

Professional

**Kinyarwanda:**

Professional

**arabic:**

Elementary

**Swahili:**

Professional

**kirundi:**

Professional

**Spanish:**

Elementary

## REFERENCES

References available upon request.