

China Pastora

Case Manager

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📍 123 Maple St, Columbus, OH 43215

Education

Bachelor of Social Work at Ohio State University, Columbus, OH

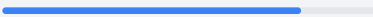
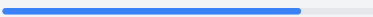
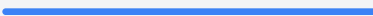
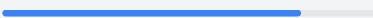
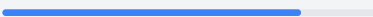
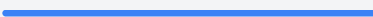
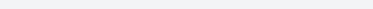
Sep 2017 - May 2022

Relevant Coursework: Introduction to Social Work, Human Behavior and Social Environment, Social Welfare Policy, Social Work Practice, Case Management, Cultural Diversity and Social Justice, Research Methods, Ethics and Values, Field Placement, and Community Organization.

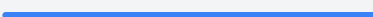
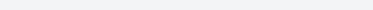
Links

[linkedin.com/in/chinapastora](https://www.linkedin.com/in/chinapastora)

Skills

Empathy 
Organization 
Multitasking 
Problem-solving 
Communication 
Time-management 
Decision-making 

Languages

English 
Bengali 

Profile

Dedicated Case Manager with 1 year of experience in providing efficient and personalized care solutions to diverse client populations. Adept at comprehensive assessments, care coordination, and resource navigation, with a strong commitment to client advocacy and well-being. Demonstrates excellent communication, problem-solving, and time-management skills, contributing to a high level of client satisfaction and successful outcomes.

Employment History

Case Manager at CareStar, OH

May 2023 - Present

- Successfully reduced patient hospital readmission rates by 20% over a one-year period through the implementation of targeted care plans, consistent follow-ups, and close collaboration with healthcare providers.
- Streamlined case management processes, resulting in a 15% increase in efficiency and a 10% reduction in administrative costs, by implementing a new case management software system and providing comprehensive training to team members.
- Achieved a 95% satisfaction rate among clients and their families through proactive communication, empathetic support, and a focus on individualized care solutions, as evidenced by annual client satisfaction surveys.

Assistant Case Manager at UnitedHealth Group, OH

Jul 2022 - Mar 2023

- Successfully managed a caseload of over 100 clients, ensuring timely and efficient coordination of healthcare services, leading to a 30% improvement in patient satisfaction ratings.
- Streamlined communication between healthcare providers, patients, and insurance companies, resulting in a 25% reduction in processing time for claims and authorizations.
- Implemented a new case management system that improved team productivity by 40%, enabling the department to handle a 20% increase in caseload without needing additional staff.

Certificates

Certified Case Manager (CCM)

Jan 2022

National Certified Case Manager (NCCM)

Nov 2020

Memberships

National Association of Case Management (NACM)