SCARLETT MORRIS

Case Manager

✉ s.morris@email.com

☎ (123) 456-7890

📍 Denver, CO

in [LinkedIn](#)

EDUCATION

Bachelor of Arts

Sociology

University of Denver

📅 2012 - 2016

📍 Denver, CO

SKILLS

- Salesforce Service Cloud
- Meditech
- Cisco Webex
- Power BI
- Doxy.me
- MyChart
- SharePoint
- Adobe Sign

CERTIFICATIONS

- Certified Case Manager (CCM)

WORK EXPERIENCE

Case Manager

Rocky Mountain Human Services

📅 2020 - current   📍 Denver, CO

- Managed a caseload of 58+ clients, documenting client interactions in Salesforce Service Cloud to **improve efficiency by 23%**.
- Implemented Meditech electronic health record system to streamline client information management and reduce data entry errors by 29%.
- Developed Power BI dashboards to track key caseload metrics, providing actionable insights for management.
- Trained staff on MyChart patient portal, enabling clients to access their medical records and schedule appointments, which reduced administrative task time by 48%.

Social Worker

Children's Hospital Colorado

📅 2018 - 2020   📍 Denver, CO

- Provided individual support to 34+ pediatric patients, applying a trauma-informed approach to improve treatment outcomes.
- Facilitated telehealth sessions on Doxy.me to enable secure communication with low-mobility clients, improving remote service stability by 34%.
- Utilized Cisco Webex to conduct virtual meetings with clients, resulting in a **53% increase in remote collaboration**.
- Audited client records and system data integrity to ensure compliance with privacy regulations, which yielded a 97% data accuracy rate.

Care Coordinator

Centura Health

📅 2016 - 2018   📍 Denver, CO

- Coordinated care plans with interdisciplinary teams on SharePoint, reducing duplicate service incidents by 28%.
- Streamlined the client consent process by implementing Adobe Sign, which **decreased the document processing time by 57%**.
- Conducted training sessions on Meditech for healthcare providers to generate a 91% software adoption rate and increased proficiency.
- Assisted IT team in troubleshooting issues to boost the functionality of office technology, improving system performance by 31%.