

SERGIO RODRIGUEZ



I am a fluent Spanish speaker primarily working as a Caseworker. Operates in high-pressure environments while providing resources and courses of action to benefit patient needs. Possess great communication and leadership skills and the ability to work in team environments. Consistently learning and developing my skills through experience.

EXPERIENCE

JANUARY 2022 – PRESENT

CASEWORKER, CAMBRIDGE HEALTH ALLIANCE, CAMBRIDGE MA

- Assess and provide social services to patients of the ages of 55 and above
- Document and provide information to the clinic of all of our patients at the hospital
- Coordinate admissions from hospital to rehabs

MARCH 2021 – DECEMBER 2021

RESOURCE SPECIALIST, THE DIMOCK CENTER, BOSTON MA

- Met with patients to assist with resource needs (housing, employment, transportation, etc.), and create tailored resource packets to assist with social determinates of health.
- Liaised with city resources and community-based organizations to advocate for patients' needs.
- Oversaw forms requests from patients, including utility shut off protection, home health aide referral, medical equipment requests, and the flow of forms through clinical systems

JULY 2020 – MARCH 2021

PATIENT ACCESS COORDINATOR, THE DIMOCK CENTER, BOSTON MA

- Follow HIPAA guidelines for the management of patient privacy and confidentiality
- Works as a productive member of a multi-person Call Center team
- Teamwork to coordinate with Doctors, Nurses and other health care personnel

NOVEMBER 2019 – JULY 2020

PATROL OFFICER, ALLIED UNIVERSAL, BOSTON MA

- Oversee Security posts.
- Assisted in providing support to executives and assistants
- Coordinated first response in emergency situations

OCTOBER 2019 – JULY 2020

RECEPTIONIST, ALLIED UNIVERSAL, BOSTON MA

- Notifying company personal of visitor arrival.
- Provide excellent customer service
- Copy, file, and maintain paper or electronic documents and records

OCTOBER 2018 – OCTOBER 2019

SECURITY OFFICER, ALLIED UNIVERSAL, BOSTON MA

- Maintains security by following procedures, monitoring logbook, and issuing visitor badges.
- Serving Visitors by greeting, welcoming, and directing them appropriately

AUGUST 2017 – NOVEMBER 2021

DRIVER, LYFT, MASSACHUSETTS

- Transported Clients to their destination, safely and on time
- Demonstrated professional conduct with clients and families while delivering outstanding customer service
- Planned optimal routes to minimize delays and maximize time efficiency

JULY 2017 – AUGUST 2019

INTERN – CORI ANALYST, DEPARTMENT OF CRIMINAL JUSTICE, CHELSEA MA

- Process iCORI online CORI requests as well as CORI requests received in the mail daily to ensure accurate results are being disseminated for all levels of access
- Provide Tier 1 Telephone & Email Customer Service Assistance seeking assistance with Massachusetts Criminal Records inquiries and research
- Assist with the Firearms Records Bureau PINS & Status Hotline, provide LTC Status & Address Changes

MARCH 2017 – DECEMBER 2020

DRIVER, UBER MASSACHUSETTS

- Transported passengers in a safe and punctual manner
- Thorough knowledge of preferred routes and heavy traffic patterns
- Provided excellent customer service

FEBRUARY 2015 – OCTOBER 2015

SECURITY GUARD, RSIG SECURITY, BOSTON MA

- Monitored film sets
- Checked ID's for 21+ events
- Provided secure and safe spaces for our crowds and charges

JULY 2014 – OCTOBER 2015

COURT MONITOR, SKYZONE, EVERETT MA

- Supervised courts
- Implemented rules and regulations throughout the facility to ensure safety

MARCH 2014 – JULY 2014

FILM CREW, AMC THEATER, SOMERVILLE MA

- Cash handling
- Ushering guests to proper seating
- Provided excellent customer service

JULY 2013 – AUGUST 2013

RECREATION LEADER, SOMERVILLE RECREATIONAL DEPARTMENT, SOMERVILLE MA

- Create and maintain a safe environment for children from the ages of 5-10
- Coached children from the ages of 5-10 in organized sports

JULY 2012 – AUGUST 2012

CITY MAINTENANCE WORKER, DEPARTMENT OF PUBLIC WORKS, SOMERVILLE MA

- Maintenance and landscaping throughout the city
- Maintenance to sprinkler system at parks

EDUCATION

JANUARY 2015 TO DECEMBER 2021

ASSOCIATES DEGREE, CRIMINAL JUSTICE, BUNKER HILL
COMMUNITY COLLEGE

SKILLS

- Service Now
- Epic
- eClinicalWorks
- Experienced with Microsoft Office Suite
- Bilingual (English and Spanish fluency)
- TriZetto