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## Intake Officer Resume

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### Job Objective

Intake Officer seeking position with organization that has the potential for career growth possibilities.

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### Highlights of Qualifications:

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- Remarkable experience in case management
  - Thorough knowledge of Complaints and Discipline process
  - Sound knowledge of legal and office standards in the processing of complaints
  - In-depth knowledge of behavior including socially deviant behavior
  - Superior organizational skills and problem solving skills
  - Ability to accurately interpret laws, policies, and regulations.
  - Excellent communication and interpersonal skills
  - Skilled in processing information by computer, filing, answering Agency telephone
  - Ability to meet and deal tactfully with the public and make appropriate referrals and decline complaints
  - Ability to deal with stressful situations in an appropriate manner
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### Professional Experience:

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Intake Officer, August 2005 – Present  
Fairfax County Government, Manlius, NY

- Provided resolution to public complaints and problems.
- Documented and analyzed issues, and provided suitable recommendations.
- Prepared files for investigation, conducted preliminary investigations, and maintained a caseload of investigations.
- Coordinated files assignment to regulatory and policing bodies.
- Provided policy & procedural recommendations, and conducted research and special projects.

Intake Officer, May 2000 – July 2005  
Humana, Manlius, NY

- Explained office policies and procedures; recommended alternative sources of assistance, maintained records of inquiries.
  - Conducted intake interviews: determined the jurisdiction and timeliness of complaints.
  - Conducted interviews to establish the basis of an allegation; obtained documents and information relating to complaints.
  - Conducted initial complaint processing, organized documents.
  - Conducted research of issues surrounding the complaint by using appropriate sources.
  - Maintained office case filing system.
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### Education:

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Bachelor's Degree in Behavioral Sciences, Brazosport College, Lake Jackson, TX

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