

# David Johnson


## Case Manager

Efficient senior case manager specializing in team leadership and client-centered solutions


Results-oriented senior case manager with over 10 years of experience in complex case management, team supervision, and resource optimization across social services settings. Holds a Master of Social Work with demonstrated expertise in designing workflows that improve service delivery efficiency and client satisfaction. Proven track record of leading interdisciplinary teams, managing large caseloads, and driving measurable improvements in client outcomes. Skilled in budget management, compliance oversight, and translating strategic goals into operational performance gains.



## CONTACT INFORMATION

 (123) 456-7890

 email@example.com

 Chicago, IL, LinkedIn

## EDUCATION

Master of Social Work (M.S.W.)  
University of Chicago, Chicago, IL  
May 2014

Bachelor of Social Work (B.S.W.)  
DePaul University, Chicago, IL  
May 2012

## KEY SKILLS

- Client advocacy and empowerment strategies
- Community outreach and stakeholder engagement
- Needs assessments and service eligibility determination
- Case documentation and compliance reporting
- Public assistance program navigation (Section 8, SNAP, Medicaid)
- Multi-agency collaboration and partnership development
- Mentorship program design and youth intervention

## PROFESSIONAL EXPERIENCE

Senior Case Manager | Chicago Wellness Network, Chicago, IL  
January 2016 - Present

- Led a team of five case managers serving 80+ clients monthly, increasing overall client satisfaction scores by 35% through structured quality assurance reviews and individualized coaching
- Designed resource optimization workflows that reduced service delivery delays by 20% and improved access to housing, employment, and mental health referrals for complex cases
- Monitored progress for 80+ clients across health, housing, and employment goals, maintaining an 88% overall goal attainment rate through consistent case review processes
- Managed a \$250,000 annual program budget, achieving 98% budget utilization efficiency through strategic resource planning and vendor relationship management
- Implemented a new case management database system, reducing documentation time by 25% per case manager and improving data accuracy for agency reporting

Case Manager | Windy City Social Services, Chicago, IL  
June 2014 - January 2016

- Developed individualized care plans for underserved populations, securing essential housing, healthcare, and employment resources for 70+ clients monthly
- Enhanced documentation systems by redesigning case file templates, improving compliance with agency standards and reducing audit findings by 40%
- Managed a caseload of 50+ clients independently, achieving 85% goal attainment rate while maintaining full compliance with state regulatory requirements

## CERTIFICATIONS

- Certified Case Manager (CCM), Commission for Case Manager Certification | August 2016
- Licensed Social Worker (LSW), Illinois Department of Financial and Professional Regulation | September 2014