

Olivia Ramirez

Employment Case Manager

Employment case manager focused on sustainable workforce outcomes and employer partnership development

Experienced employment case manager with six years of expertise helping diverse populations secure meaningful, sustainable employment across Miami-Dade County's workforce development programs. Skilled in job readiness training, resume coaching, skills assessment, employer partnership development, and individualized career planning. Proven track record of achieving high sustainable placement rates by building both client competency and employer network capacity simultaneously. Committed to reducing systemic barriers to employment and connecting clients with careers that align with their long-term economic stability goals.

CONTACT INFORMATION



(123) 456-7890



email@example.com



Miami, FL

EDUCATION

Bachelor of Business Administration
Florida International University,
Miami, FL | May 2019

KEY SKILLS

- Workforce development and sustainable job placement strategies
- Resume-building coaching and interview preparation
- Job readiness training and professional skills development
- Skills assessment and vocational aptitude evaluation
- Employer partnership development and job opportunity sourcing
- Community resource connections and referral coordination

PROFESSIONAL EXPERIENCE

EMPLOYMENT CASE MANAGER | CAREER PATHWAYS PROGRAM , MIAMI, FL APRIL 2022 – PRESENT

- Supported 120+ clients annually in securing employment, achieving a 75% placement rate in sustainable jobs with a 12-month retention rate of 68% among placed clients
- Conducted individualized skills assessments and career coaching sessions for 10+ clients weekly, developing personalized employment plans aligned with labor market demand and client strengths
- Facilitated workshops on resume-building, interview techniques, and professional workplace skills, with 40% improvement in client job-readiness self-assessment scores following participation
- Partnered with 30+ local businesses to create job opportunities, expanding the employer network by 25% and establishing five long-term hiring partnerships with consistent placement outcomes

CAREER SERVICES SPECIALIST | WORKFORCE MIAMI , MIAMI, FL JUNE 2019 – APRIL 2022

- Provided career coaching to 80+ clients annually, resulting in improved employment outcomes for 65% of participants through individualized job search strategy and skills development
- Organized three annual job fairs attracting 50+ employers and 400+ job seekers, generating 120+ on-site interviews and 35 confirmed hires across three consecutive events
- Developed a community labor market resource guide covering 40+ employment programs and training opportunities, reducing average career planning session length by 20%

CERTIFICATIONS

- National Career Development Association Facilitator Certificate , National Career Development Association , August 2021
- Certified Workforce Professional (CWP) , National Association of Workforce Development Professionals, September 2022