

# C O D Y T A Y L O R

## Skilled Case Management & Social Services Professional

[Contact information available upon request]

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### CAREER SUMMARY

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- Proficient Case Management & Social Services professional with multiple years of experience serving youth and families
- Significant experience in creating individual development plans, interviewing clients, reviewing health records, formulating care programs, and efficiently managing case management documentation
- Facilitate regional team crisis coordination by providing information, assistance, and prompt referrals as required to ensure the safety and security of the at-risk youth population
- Skillfully delivered case management services and choice counseling to persons experiencing developmental or intellectual disabilities in compliance with Federal & State laws
- Facilitated company goals for 9+ years by partnering with superiors and customers in facility maintenance, daily operations, staff management, cash register maintenance, security, and inventory management in multiple brand outlets

### KEY SKILLS

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Interpersonal Communication	Creative Thinking & Problem Solving	High Integrity, Confidentiality & Work Ethics
Social Services	Developmental Disability Concepts	Motivational Interviewing
Case Management	Crisis Intervention	Detail-Oriented & Organized

### PROFESSIONAL EXPERIENCE

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**Social Service Specialist 1 – Child Welfare | Oregon Department of Human Services, Eugene, OR** **09/2021 – Present**

- Effectively assess and manage child safety through application of the Oregon Safety Model
- Advocate for child needs through collaboration with multidisciplinary teams, and through the attendance of team meetings to ensure that all youth have proper access to necessary services
- Successfully collaborate with legal teams to provide updates for youth receiving services, and to maintain child safety through the jurisdictional practices of the court system
- Provide prompt referrals for services to families impacted by the child welfare system in a manner that is strengths-based, anti-racist, and appropriate for the population served
- Assess and respond to crisis situations to ensure appropriate services and supports may be rendered to clients served

**Evening Lead/Youth Case Manager | Positive Alternatives Inc, River Falls, WI** **01/2020 – 08/2021**

- Capably deliver case management services and choice counseling to persons experiencing developmental or intellectual disabilities, at-risk youth in an agency group home-based setting
- Efficiently perform high-impact and direct care activities for the youth with an aim to positively improve their standard of living
- Facilitate regional team crisis coordination by providing information, assistance, and prompt referrals as required to ensure the safety and security of the at-risk youth population
- Execute functional needs assessment for the at-risk youth, including implementing the pre-defined individual development plans
- Successfully create and maintain accurate client case records, including all targeted case management activities documentation as received from other individuals/agencies

**Senior Customer Service Representative | First Bank Financial Centre, Oconomowoc, WI** **01/2016 – 08/2019**

- Commended for delivering outstanding customer service experience and building trust by completing payment services and giving cash receipts as per banking standards and procedures
- Effectively assisted customers in accomplishing their needs by recommending Bank Five Nine's other products and services
- Mediated and resolved customer queries, complaints, and requests promptly with timely actions

**Shift Manager I Culver's, Elm Grove, WI** **02/ 2017 – 08/2019**

- Succeeded in delivering a superior customer service experience by providing the right guidance and recommendation to every guest at Culver's
- Fostered organizational decision making by generating cash register, daily/ weekly summary, and operations reports as required
- Recruited, managed, and mentored high-performing teams to work together and achieve pre-defined individual, team, and organizational goals

**Assistant General Manager I Taco Bell, Hartford, WI** **04/2014 – 08/2015**

- Received kudos for full compliance with State food safety and health policies, Taco Bell internal food quality, and portion control guidelines
- Successfully hired, supervised, scheduled, and trained Restaurant Team Members, Team Member Trainers, Shift Leads to ensure that they completed their assigned responsibilities
- Facilitated restaurant goals by partnering with the Regional General Manager in facility maintenance, daily operations, cash register maintenance, security, and inventory management

**Assistant General Manager I Culver's, Oconomowoc, WI** **06/2011 – 01/2014**

- Promoted complete compliance with State Food Safety/ Quality Control policy and organizational best practices, including documenting product rotation, product quality, and food temperature data
- Efficiently managed product inventory, employee schedules, safety training as per internal budgets, cost estimates, and business demands
- Ensured prompt and timely resolution of guest concerns, questions, and complaints

**EDUCATION**

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**Bachelor of Science in Criminal Justice** **2019**  
University of Wisconsin- Eau Claire

**Associate of Applied Science in Criminal Justice** **2016**  
Waukesha County Technical College

**RESEARCH/ PROJECTS COMPLETED**

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Undergraduate Research Presentation on Criminal Justice I MCJA Annual Meeting, Chicago 2019

**COMPUTER SKILLS & SOFTWARE PROFICIENCY**

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MS Office Suite - Word, Excel, PowerPoint