

Alonza Benson

Philadelphia, PA 19143

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215-824-9724

Well-versed in handling intakes by following established eligibility criteria, reviewing referrals for services, and interviewing applicants to explain eligibility requirements. Work well under tight deadlines in a team oriented environment.

Authorized to work in the US for any employer

Work Experience

Medical Eligibility Specialist

Philadelphia Department of Human Services - Philadelphia, PA

April 2018 to Present

Identified case information errors to solve the issues in processing.

Completing reviews of assigned cases within the required timeframes.

Gathering documents, inputting information, and calculation income submitted in efforts of making a recommendation to either Continue, Cancel, or Change the status of currently active Medicaid cases.

Works assigned alerts, changes and incoming documents daily

Examines and evaluates primary and collateral information contained in case records selected for quality control review.

Library Assistant I

Free Library of Philadelphia - Philadelphia, PA

April 2016 to April 2018

Staffs the circulation desk, answers phones and performs circulation duties using two systems. Trouble, maintain and assist with the operation of PCs, printers, scanners and copy machines.

Account for monies received at the circulation desk which include monies for fines and purchases.

Additionally, cross trains with new employees, student assistants and is active in the circulation team.

Promotes the collaborative culture within the library team environment at all times.

Case Aide

Northern Children's Services - Philadelphia, PA

September 2015 to April 2018

Maintained regular contact with clients, including visiting clients' homes.

Investigated suspected cases of child abuse, neglect, and exploitation

Supervise visits when biological parents and children unite at the agency.

Provide assistance to caseworkers when they are unavailable to assist in any matter.

Administrative Assistant

Northern Children's Services - Philadelphia, PA

June 2015 to April 2018

Provided direct clerical support and training to social worker's and new associates in office orientation, filing procedures, computer applications and court requirements.

Managed organizational and departmental intake calls with a high level of customer satisfaction and accuracy; also including greeting visitors and answering the door when applicable.
In-depth knowledge of routing and managing incoming mail and email
Hands-on experience in responding to routine letters and emails
Designed electronic foster care tracking system for children in care
Arranged and organized all aspects of training classes, including scheduling, booking, inviting and managing client responses, maintain and assemble all materials for the training binder
Able to record minutes of meetings and reproduce them accurately with correct spelling and grammar
Prepared charts and files for funder and state audits
Monitored office supplies and replenished stock as necessary
Proven ability to use computers for word processing, spreadsheet, database management, and other applications
Dedicated and careful: High level of correctness and strong attention to detail

Group Facilitator

Northern Children's Services - Philadelphia, PA
November 2014 to June 2015

Charted and recorded information in client files
Effectively managed time based on sessions per week
Connected clients with community service and resource agencies
Facilitated youth groups by helping individuals reach decisions and accomplish goals

OST Group Facilitator

Dixon Learning Academy - Philadelphia, PA
May 2010 to August 2013

Responsible for coordinating and implementing the literacy program to be included in the weekly lesson plan to assist the literacy coach with pairing K-3 students for one-on-one reading sessions multiple times a week.
My capabilities include working well with children to create a supportive and creative environment, including but not limited to creating a welcoming, organized, and comfortable reading space for each student in the classroom.
In an effort to monitoring the progress of each child, my responsibilities also included collecting program data and submit monthly improvement reports to the site director to report the need for a literacy program at all OST sites under Diversified Community Services.

Data Entry Clerk

Drexel University - Philadelphia, PA
October 2010 to March 2011

Compiled, prioritized, sorted and processed student information into a database
Adjusted settings for format, page layout, line spacing and other style requirements
Transmitted work electronically to other locations upon request
Researched further information for incomplete documents
Maintained a hard copy backup of all sensitive information

Assistant Intake Coordinator

Clear Channel Radio - Bala-Cynwyd, PA
July 2004 to January 2009

Established and maintained communication with the Director of Intake and prospective interns

Served as a liaison between students, agency staff and universities
Tracked and ensured completion of annual quarterly progress
Assisted in verification of college enrollment, processed and submitted documents as required
Scheduled meetings with staff, interns and celebrity guest speakers
Handled internal audits assigned by Director of Intake

Education

Associate in Human Services

Harcum College - Philadelphia, PA

August 2017 to Present

Skills

Health Care, Scanning, Medicaid, Medic

Certifications/Licenses

Driver's License