**Rebekah Jo Copas**

**577 E 200 S, Hartford City, IN 47348**  **765-256-0559 [Cell]**

**Rebekahcopas0329@gmail.com**

**Administration ●** **Quality ● Management ● Supervision**

**RESULTS ORIENTED PROFESSIONAL** with a focus on quality assurance and instituting organizational strategies for accuracy and continuous process improvements. Proven ability to identify deficiencies and develop innovative and cost-effective solutions for enhancing competitiveness. Led cross-functional groups to meet strict project deadlines and requirements, while performing multiple tasks in a fast-paced environment. Supervise large groups of personnel while effectively communicating across multi-department and program areas. Experienced in using all Microsoft applications, databases, and office administration duties.

**Professional Experience**

**EMPLOYMENT SPECIALIST**

*DSI/Bona Vista, Kokomo, Indiana*  June 2023 – Current

Supervisor: Chris Lowry 765-437-5071 Full Time 40 hours per week

* Prepare and maintain records and case files, including documentation, such as clients' personal and eligibility information, services provided, narratives of client contacts, or relevant correspondence.
* Confer with clients to discuss their options and goals so that rehabilitation programs and plans for accessing needed services can be developed.
* Locate barriers to client employment, such as inaccessible work sites, inflexible schedules, or transportation problems, and work with clients to develop strategies for overcoming these barriers.
* Participate in job development and placement programs, contacting prospective employers, placing clients in jobs, and evaluating the success of placements.
* Analyze information from interviews, educational and medical records, consultation with other professionals, and diagnostic evaluations to assess clients' abilities, needs, and eligibility for services.
* Collaborate with clients' families to implement rehabilitation plans, such as behavioral, residential, social, or employment goals.
* Develop and maintain relationships with community referral sources, such as schools or community groups.
* Maintain close contact with clients during job training and placements to resolve problems and evaluate placement adequacy.

**EMPLOYMENT SPECIALIST**

*DSI/Bona Vista, Kokomo, Indiana*  June 2022 – February 2023

Supervisor: Chris Lowry 765-437-5071 Full Time 40 hours per week

* Prepare and maintain records and case files, including documentation, such as clients' personal and eligibility information, services provided, narratives of client contacts, or relevant correspondence.
* Confer with clients to discuss their options and goals so that rehabilitation programs and plans for accessing needed services can be developed.
* Locate barriers to client employment, such as inaccessible work sites, inflexible schedules, or transportation problems, and work with clients to develop strategies for overcoming these barriers.
* Participate in job development and placement programs, contacting prospective employers, placing clients in jobs, and evaluating the success of placements.
* Analyze information from interviews, educational and medical records, consultation with other professionals, and diagnostic evaluations to assess clients' abilities, needs, and eligibility for services.
* Collaborate with clients' families to implement rehabilitation plans, such as behavioral, residential, social, or employment goals.
* Develop and maintain relationships with community referral sources, such as schools or community groups.
* Maintain close contact with clients during job training and placements to resolve problems and evaluate placement adequacy.

**Professional Experience**

**RECRUITMENT SPECIALIST**

*Pro Resources Staffing, Marion, Indiana*  November 2020-June 2022

Office Manager: Emalee Sparks, 765-662-7268 Full Time 40 hours per week

* Process, verify, and maintain personnel related documentation, including staffing, recruitment, training.
* Record data for each employee, including such information as addresses, weekly earnings, absences, number of sales or production, supervisory reports on performance, and dates of and reasons for terminations.
* Explain company personnel policies, benefits, and procedures to employees or job applicants.
* Hire employees and process hiring-related paperwork.
* Maintain current knowledge of Equal Employment Opportunity (EEO) and affirmative action guidelines and laws, such as the Americans with Disabilities Act (ADA).
* Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals. Create, maintain, and enter information into databases.

**Professional Experience**

**CASE MANAGER**

*Skills Demand, Maximus, Carmel, Indiana*  July 2019 – Aug 2020

Regional Manager: Elizabeth Taylor, 800-403-0864 option 3 Full Time 40 hours per week

* Tasked to assist and transform public policy into programs that change lives.
* Developed high-quality services and solutions that are cost-effective and tailored to the needs of families and communities.
* Completed case notes for each participant on caseloads to explain how IMPACT was assisting clients to become self-sufficient and sent Childcare referrals.
* Conduct weekly calls to check on clients needs and follow up with clients on job search.
* Create job search plans based off benefit plans.

**Professional Experience**

**CAREER COACH**

*Carey Services, Marion Indiana*  May 2016 - Dec 2018

Employment Specialist: Tim Kindrick 765-669-1638 Full Time 40 hours per week

* Coordinate work experience initiatives through local businesses and vendors which allow students a hands-on approach in identifying potential career paths. Works from written material utilizing word processing software and various equipment.
* Provide job interview coaching which capitalizes on each student’s strengths to ensure success in chosen career paths. Identify and troubleshoot problems within computer software and programs.
* Organize internships with local businesses that allow students to work in a real time setting to gain experiences that will lead to further career opportunities while enhancing job skills. Identify system applications to format documents and spreadsheets.
* Identify and implement grants for programs that bring funding to schools to support students with educational needs and job skill assistance. Prepare statistical documentation for briefing on service facility reports. Acquires, develops, and allocates resource materials within program schedules and appointments. Certified as an Employment Specialist on 31 December 2016.

**Professional Experience**

**MAIL CLERK**

*Geo Group Consultant, New Castle IN* Jan 2014 - May2016

Supervisor: Genny Gibson, 765-527-7530 Full Time 40 hours per week

* Process, screen and route all incoming and outgoing mail correspondence to 4,000+ inmates for.25+ departments working independently on tasks and projects as assigned utilizing automated software to input and retrieve data providing accurate and timely responses to queries.
* Report all violations of federal regulations to higher authority and record information into computerized databases for investigation. Retrieve sensitive information into or from electronic scheduling systems and/or reports.
* Confiscate and hold all unapproved materials for further judiciary processing and release to appropriate authority. Strictly adhere to all policies and federal regulations.
* Prepare reports in various formats and review all incoming and outbound correspondence information for accuracy and privacy act compliance. Scan necessary documents into legal records.
* Support inter-department staff, produce letters, memorandums, answer phone calls with accurate and timely service, maintain office supply inventories, send faxes, and assist with office duties as requested.
* Attention to detail and accuracy skills. Screens calls and visitors for routing to appropriate offices and headquarters and office members. Utilize Microsoft Office programs **(**Word, Excel, Outlook, Publisher, PowerPoint, and Access).

**Professional Experience**

**PRODUCTION ASSOCIATE**

*Greenville Technologies, Anderson IN* Jan 2013 - Jan 2014

Team Leader: Sue Boner, 765-621-3672 Full Time 40 hours per week

* Expertise in Quality Assurance, continuous process improvement strategies, safety compliance inspections, program audits and inspections, training and licensing qualifications.
* Independently utilizing reference sources and decision making to enhance teams to resolve problems within a complex environment. Kaizen team member, promoting Lean principles in various cells effectively improving production following all Standard Operating procedures.
* Replenishes all stock items based on usage not to exceed maximum levels and ensures adequate quantities of stock on hand for each cell and department. Initiates the replenishment of stock items based on usage, maximum operating levels, and quantities of stock on hand maintained for production.
* Implemented LEAN principles to identify and reduce waste materials as a member of the facility waste prevention team. Tracked all shelf life and maintained storage spaces, monitored the demand of each department based on turnover rates annual supply and demand that were either new, unique or critical to department operations. Identified low usage items to reset on hand inventories, removal or redistribution.
* Responsible for the receipt and storage of supplies utilized for daily operations maintaining and safeguarding inventories. Conducted audits to verify correct issue of items to department and personnel for accuracy and timeliness.

**Education and Training**

* Medical Billing and Coding, High Tech University

*Brookfield, Wisconsin.*

* Health Occupations/ Respiratory Therapy

*New Castle Vocational School, New Castle, Indiana*

**References**

Project Coordinator: Faith Thomas, 812-521-0052

Supervisor: Jenny Gibson, 765-527-7530

Friend: Sara Clark, 317-385-0531