

Carla Michelle Zuloaga

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OBJECTIVE

To obtain a position where I can integrate my knowledge, work experience, and allows advancement opportunities while assisting the community.

EDUCATION

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| 06/30/2008 | Master of Business Administration <i>University of Phoenix – Pleasanton, CA</i> |
| 08/31/2003 | Bachelor of Science in Business Management <i>University of Phoenix–Walnut Creek, CA</i> |
| 07/06/2000 | Associate in Applied Science - Accounting <i>Heald Business College – Concord, CA</i> |

EMPLOYMENT HISTORY

09/21/15 – Present **Eligibility Specialist II** – County of Placer (*HHS – Medi-Cal Intake Unit*)

- Assist applicants in the completion of financial disclosures and declaration forms
- Request necessary verification to accurately evaluate applicant's eligibility for Medi-Cal
- Interpret and explain Medi-Cal's regulations, obligations, and procedures to individuals
- Screen applicants then determine initial and continuing eligibility in accordance with procedures for Medi-Cal
- Document appropriate and accurate case records while monitoring and following-up on due dates
- Perform calculations to verify financial data then make determination according to Medi-Cal's criteria

07/01/07 – 02/11/10 **Probation Officer II** – San Joaquin County (*Probation – Intensive Supervision Unit*)

- Promoted to supervise high risk sex offenders
- Held probationers accountable by monitoring compliance with reporting, registration, & program participation
- Filed violations of probation, modifications, set restitution, and assisted other POs with their office visits
- Assessed defendants using the Static-99 and STABLE 2007 risk assessment tools for sex offenders
- Conducted semi-monthly home visits, monthly office visits, and drug tests
- Attended court hearings, testified against defendants in violation of probation, and was court officer regularly

06/12/06 – 07/01/07 **Probation Officer I** – San Joaquin County (*Adult Probation – Intake Unit*)

- Processed new grants of probation, interpreted court orders, and reviewed conditions with defendants
- Conducted risk assessments and assigned offenders to the appropriate level of supervision
- Handled all incoming interstate and 1203.9PC transfers from other agencies & several outgoing transfers
- Filed violations of probation in the form of citations and bench warrants
- Provided program referrals, sent victim claim forms, and conducted domestic violence lethality assessments

10/10/01 – 06/11/06 **Probation Counselor III** – Contra Costa County (*Juvenile Probation Department*)

- Maintained custody and supervision of wards committed to the county institution
- Managed caseload of wards and provided counseling on an individual and group basis
- Prepared treatment plans and incident reports
- Facilitated family reunification to aid in the transition of minors returning home
- Conducted exit interviews and assisted wards with the completion of their resumé

PROFESSIONAL QUALIFICATION

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| • Probation Officer & Counselor CORE Training | • PC 832 / Arrest, Search, & Seizure Training |
| • VITA Tax Training | • OC / Chemical Agents Training |
| • Bilingual: English and Spanish | • Proficient in MS Word, Excel, One Note and PowerPoint |
| • Excellent Customer Service | • Great Verbal and Written Communication Skills |
| • Certificate of Appreciation for Organizational Skills and Case Management | |
| • Facilitator of A.R.T. (Aggression Replacement Training) program in SJC Juvenile Hall | |
| • Instructor of Victim Awareness program for youths in CCC Rehabilitation Facility | |