

# Sarah Matsune

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## SUMMARY

Enthusiastic and motivated professional with experience in case management, generating and building relationships, and delivering legendary customer service. Proven success in facilitating informational events, creating effective presentations, and making critical decisions during challenges. Adaptable and collaborative team player with an ability to work independently and develop opportunities that further establish organizational goals.

Skilled in demonstrating exceptional communication skills, customer service, presentations, computer skills in word processing, data-entry, and reporting.

## EXPERIENCE

### **AbilityFirst Supported Employment, Pasadena, CA – Case Manager**

October 2019 – PRESENT

- Serves as the main Case Manager for the Project SEARCH Internship Program at the City of Hope Hospital
- Experienced Case Manager for the Employment Facilitation Training Services Program, which aides those lacking work experience in their employment endeavors by facilitating information and creating a person-centered plan to help individuals meet career goals
- Provides support to clients by communicating their needs to service coordinators at regional centers and counselors with the CA State Department of Rehabilitation
- Actively supports clients in the community by attending job interviews, outreach to employers for employment opportunities, creates and updates clients' resumes to boost employment opportunities, and gives guidance to bolster interview skills
- Experience with reporting by keeping an updated and accurate case file with progress reports and case notes
- Addresses inquiries about the program
- Participates in fundraising events and has been one of the top fundraisers for the annual Stroll and Roll Fundraiser
- Collaborates with coworkers and colleagues to figure out new ways to help place and serve clients
- Certificates obtained: Association of Community Rehabilitation Educators (ACRE)
- Courses and trainings completed: Person-Centered Planning by ELARC
- Attended Project SEARCH Conferences in 2023 and 2024

### **24 Hour Fitness (Super-Sport), Walnut, CA - Kids' Club Attendant**

June 2018 – October 2019

- Served as the primary point of contact and customer service representative to clients by providing consistent and accurate information to sell memberships and club services
- Created and maintained rapport with clients to meet enrollment goals and increase the number of prospective applicants by providing consistent and timely service
- Created a calendar of crafts and games every month, for which I won "Team Member of the Month" within the first 2 months of being hired

## EDUCATION

### **University of California, Riverside, Riverside, CA - Bachelor of Arts in Sociology**

September 2015 - June 2019

- GPA: 3.4
- Alpha Delta Pi – *Total Membership Education Team Officer*
- Panhellenic Association – *Recruitment Counselor*
- Associated Students of UCR – *Personnel Committee*