

FERNANDO VERDUGO

Austin, TX | (737) 382-3620 | fernando.verdugojr@gmail.com | [LinkedIn](#) | [Portfolio](#)

PROFESSIONAL EXPERIENCE

Intake Specialist, Cherokee Federal – Austin, TX

Jun 2025 – Sep 2025

- Authorized rental assistance payments for 300+ households in the Austin area as part of the approval lead team. Trained and onboarded new intake specialists on eligibility review standards.
- Performed supervisor-level compliance review to approve, correct, and finalize 500+ case records, ensuring documentation quality and data accuracy.
- Managed 120+ Afghan family cases, conducting eligibility assessments and coordinating required financial wellness education.
- Developed an interactive statewide Python-based mapping tool to visualize rental assistance distribution, flag discrepancies, and improve approval timelines.

**Refugee Medical Assistance Program Officer,
U.S. Committee for Refugees and Immigrants (USCRI) – Austin, TX**

Nov 2023 - Mar 2025

- Led implementation support for Refugee Medical Assistance (RMA) policy across all resettlement agencies in the Dallas–Fort Worth region.
- Interpreted and applied federal and state eligibility regulations to complex, high-needs medical assistance cases. Provided second-level case review for escalated eligibility determinations.
- Developed and facilitated 24+ virtual and in-person trainings (avg. 30–50 attendees) for staff from 12+ partner agencies, strengthening compliance, documentation quality, and consistent RMA eligibility practices.
- Designed Power BI dashboards and quarterly reports tracking RMA statewide enrollment and agency performance; used findings to target training opportunities and address recurring compliance issues.
- Served as project lead for the revision of the eRED RMA application and the development of a Learning Management System, creating structured learning modules for a statewide training alternative.

**Cash and Medical Assistance Case Manager,
Texas Office for Refugees - Austin, TX**

Apr 2023 – Oct 2023

- Conducted eligibility determinations for 100+ refugee cash and medical assistance cases across 12-month benefit periods, maintaining the agency's highest accuracy rating of 97%.
- Led high-volume enrollment events, enrolling 75+ clients in a single session to meet surge demand while maintaining program compliance.
- Authored standard operating procedures (SOPs) for appealing erroneous public-benefit determinations, standardizing workflows and reducing processing delays.

**Social Adjustment Services Coordinator,
Refugee Services of Texas - Fort Worth, TX**

Aug 2022 – Feb 2023

- Delivered staff training sessions on compliance, documentation standards, and culturally informed service delivery.
- Authored agency-wide SOPs to improve coordination with state benefits programs.
- Led Spanish-language mass orientations for limited English–proficient clients and partner agencies on navigating public benefits and healthcare systems.

Texas Works Advisor II,
Texas Health and Human Services Commission (HHSC) - Dallas, TX

Jan 2020 – Jul 2022

- Conducted eligibility determinations for SNAP, Medicaid, and TANF while maintaining the unit's highest accuracy rating.
- Processed an average of 300 applications per month while serving on internal quality assurance committees.
- Designed and implemented a peer mentoring initiative that improved onboarding efficiency and unit-level performance.

EDUCATION

University of North Texas

M.S., Interdisciplinary Studies (Workforce Leadership, Data Analytics), GPA: **4.0** | **Dec 2024**

B.A.A.S., Business Administration; Organizational Design, GPA: **3.9** | **Jul 2023**

SKILLS & CERTIFICATIONS

- **Skills:** Policy & Eligibility Analysis; Regulatory Compliance; Documentation Review; Policy Writing; Process Improvement; Data Analysis (Power BI, Python); Training & Stakeholder Engagement; Excel (Power Query, Pivot Tables, Lookups)
- **Languages:** English, Spanish
- **Certifications:** Google Data Analytics, 2025 | Google Project Management, 2025 | Google Business Intelligence, 2025