



Child Welfare Case Manager

Sophia Reynolds

Professional summary

Compassionate and detail-oriented social work graduate with experience supporting at-risk youth through internships and volunteer work. Skilled in child advocacy, family assessments, and resource coordination. Passionate about ensuring the safety and well-being of children through individualized care plans.

Experience

Child Welfare Case Management Intern

January 2025 - May 2025

New York City Administration for Children's Services / New York, NY

- Assisted caseworkers in conducting child welfare assessments by gathering information on family history, home environment, and risk factors.
- Participated in supervised home visits, documenting observations and ensuring compliance with safety guidelines.
- Helped develop individualized service plans by coordinating with community resources, including counseling services and after-school programs.
- Maintained accurate client records in ChildPlus, ensuring all case documentation met state and federal compliance standards.

Customer Service Representative

June 2023 - December 2024

Barnes & Noble / New York, NY

- Provided personalized assistance to customers, ensuring a positive shopping experience while handling inquiries with professionalism and patience.
- Managed high-stress situations, such as customer complaints and product shortages, by offering effective solutions and alternatives.
- Assisted in organizing book displays, promotional events, and store layout adjustments to enhance customer engagement.
- Maintained accurate records of purchases, membership enrollments, and special orders while handling confidential customer information.

Volunteer Experience

Youth Mentor

Big Brothers Big Sisters of NYC | 2022 - Present

- Provide emotional support and guidance to at-risk youth, helping them develop confidence and problem-solving skills.
- Organize and participate in activities that promote educational and personal growth.
- Collaborate with program coordinators to ensure mentorship aligns with the child's individual needs.

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New York, NY

Education

Bachelor of Social Work

Hunter College, New York, NY (2025)

Certifications

- CPR and First Aid Certified (American Red Cross)
- Trauma-Informed Care Training (Hunter College)

Skills

Case management software (Acuity, ChildPlus) ◆◆◆◆◆

Family needs assessments ◆◆◆◆◆

Crisis intervention ◆◆◆◆◆

Child protective services knowledge ◆◆◆◆◆

Strong communication and empathy ◆◆◆◆◆

Report writing and documentation ◆◆◆◆◆