

PATTY TSO-LUI

OBJECTIVE: To seek a staff service manager supervisory position where I can apply analytical and fine management skills.

STRENGTHS AND SKILLS:

- Extensive experience in working with people with disabilities.
- Good decision making and conflict management.
- Great management and leadership.
- Good customer service and problem solving.

EXPERIENCE:

- 9/19/22-present DEPARTMENT OF REHABILITATION-Anaheim, CA
STAFF SERVICES MANAGER II
- Plan, directs, coordinate an entire district operation.
 - Participate in hiring decision for all district staff.
 - Develop and implement district strategic plan.
 - Review, monitor cooperative programs and administrative contracts.
- 4/2015 – 9/16/22 DEPARTMENT OF REHABILITATION – Anaheim, CA
STAFF SERVICES MANAGER I
- Provide direct supervision and support to the VRMOD Team.
 - Approve casework and conduct caseload review.
 - Complete performance reviews and hiring staff.
- 1/2009 – 4/2015 MOBILITY EVALUATION PROGRAM – Bell, CA
PROGRAM ADMINISTRATOR
- Managed and monitored all MEP staff and program performance.
 - Oversaw the inventory and disposition of surplus state-owned vehicles.
 - Administered MEP contracts and inter-agency agreements.
- 8/2000 – 12/2008 DEPARTMENT OF REHABILITATION – Anaheim, CA
REHABILITATION SUPERVISOR
- Provided on-going casework supervision.
 - Conducted quarterly work service meetings with community partners.
 - Served as supervisor liaison contact with contract vendors.
- 12/1995 – 8/2000 DEPARTMENT OF REHABILITATION – Upland, CA
SENIOR REHABILITATION COUNSELOR
- Maintained caseload of more complex and challenging cases.
 - Provided training and consultations to other counselors.
 - Participated in district training committee and district SOD review team.

EDUCATION:

- 6/1995 Cal State University-Los Angeles – Los Angeles, CA
M.S. IN REHABILITATION COUNSELING
- 8/1988 Cal State University-Los Angeles – Los Angeles, CA
B.S. IN REHABILITATION COUNSELING