

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:

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| 9/19/22-present | DEPARTMENT OF REHABILITATION-Anaheim, CA
STAFF SERVICES MANAGER II <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 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:

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| 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 |