

JESUS SAENZ

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Tenacious bilingual legal client advocate supporting attorneys in and out of court. Experienced in non-profit organizations advocating for clients and providing resources to further support clients needs. By proactively identifying and resolving problems. While collaborating with other organizations to further expand company resources.

Work Experience

Legal Client Advocate

Neighborhood Defender service of Texas Eviction Defense

June 2023 to Present

- Work as part of an interdisciplinary team to provide excellent, client-centered representation and support individual tenants facing eviction and housing insecurity from intake through case resolution.
- Conduct client intake and screen for representation
- Provide advice and counsel, informal advocacy and other brief services to clients in housing- related matters.
- Advocate for clients to access and obtain benefits, subsidies and other services to resolve Housing Court proceedings.
- Demonstrate energy, enthusiasm and ingenuity in working on challenging cases as assigned by supervisors.
- Represent NDS at Coalition meetings and community-based initiatives on housing issues on an as-needed basis.

Eligibility Specialist (Emergency Rental Assistance Program)

Catholic Charities

August 2021 to June 2023

- Main point of contact for applicants and Landlords
- Effective interpersonal skills including emotional intelligence, reliability, positivity, and negotiation
- Handling case assignments, draft service plans, review case progress, and determine case closure
- Verify client information to adhere to program requirements
- Contact properties to verify applicant was behind on rent
- Notify clients if cases were approved or declined for rental assistance

Eligibility Specialist

DECO Recovery Management

January 2021 to March 2021

- Review, qualify, and document all incoming applications for the program into the system.
- Conduct eligibility for clients following procedures and guidelines specific to each program.
- Data entry of all patient demographic, guarantor, and insurance information.
- Verification of patient information to proceed with providing proof of patient insurance accounts.

Eligibility Specialist Pre-Screener Temporary

Legacy Community Health Clinic

November 2020 to January 2021

- Processed applications for aid, registered applications to open cases.
- Outbound calls for appointment times and what to expect for the appointment. ●
- Reviewed documentation for compliance per insurance guidelines.
- Direct patients to the main clinic line for other providers or medical attention needs.
- Access Excel to record all confirmed patients and submit through clinic administration.

Inbound Customer Service Representative

Patient Financial Services

March 2020 to September 2020

- Answered inbound calls regarding patient account inquiries.
- Assisted in Financial Assistance such as payment plans for patient medical debt.
- Directed calls regarding cost for medical procedure or visit to the correct office line.
- Updated accounts with new insurance or protected health information.
- Filed disputes with hospital or insurance for patient balance to be corrected.
- Advised patients on hospital regulations and procedures in patient billing through hospital template.

Beneficial Cargo Owner

J & A Saenz LLC

May 2018 to September 2020

- Oversee all operations of the business from start to finish
- Responsible for recruiting and terminating truck drivers
- Process and verify weekly payroll
- Took control of shipment and managed its destination
- Manage customer relations to improve return of customers

Patient Sitter

Kingwood Medical Center

July 2018 to December 2018

- Accompanied and monitored patients while assisting with bedside needs.
- Utilized a calm demeanor and problem-solving skills to de-escalate emotionally charged situations.
- Assisted nurses as needed.
- Utilized effective communication with nursing staff, care team members, patients, visitors, and family members.

Education

High School Diploma

Family Christian Academy

May 2018
