

# Sean Franco-Norris

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## EDUCATION

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### **Master of Science (M.S.) – Psychology**

Arizona State University, Tempe, AZ

January 2025 – Spring 2026 (Expected)

### **Bachelor of Science (B.S.) – Data Analytics**

Southern New Hampshire University, Hooksett, NH

August 2022 – October 2024

- GPA: 3.98
- Relevant Coursework: Predictive Modeling, Applied Statistics, Data Visualization, Data Mining and Machine Learning, Quantitative Analysis, Structured Database Environments, Data Policy and Decision-Making
- Academic Honors: Alpha Sigma Lambda, National Society of Leadership and Success (NSLS)

### **Bachelor of Science (B.S.) – Applied Information Technology**

University of Baltimore, Baltimore, MD

August 2007 – May 2010

### **Associate of Science (A.S.) – Medical Billing and Coding**

Community Care College, Tulsa, OK

July 2018 – March 2020

- GPA: 3.7
- Academic Honors: Summa Cum Laude

## PROFESSIONAL EXPERIENCE

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### **Rehabilitation Services Administration (RSA), Phoenix, AZ**

**Apr 2024 - Present**

*Vocational Rehabilitation Counselor (VRC)*

- Deliver **Vocational Counseling and Guidance (VCG)** services to a caseload of 80 to 90 clients, including individuals who are Deaf, DeafBlind, Hard of Hearing, and those with dual sensory impairments.
- Conduct intake interviews to identify barriers and develop tailored **Individual Plans for Employment (IPE)** that align with clients' career aspirations.
- Secure **15 successful job placements** within the first six months on the job, surpassing 19+ placements by the conclusion of the Measure Annual Performance. Expect to achieve a minimum of 11 closures consistently, demonstrating sustained employment for 91+ days.
- Ensure compliance with federal and state guidelines, including determining eligibility within 60 days and developing IPE within 90 days.
- Act as a subject matter expert in vocational rehabilitation, supporting VRC colleagues across diverse client needs.
- Design and implement tracking tools using Google Sheets to streamline compliance monitoring, placements, closures, and quarterly client meetings, enhancing team efficiency and accountability.
- Prepare comprehensive training materials, including Google Slides, to effectively onboard and mentor new VRCs, promoting best practices in client engagement and case management.

- Leverage psychological insights from vocational evaluations to recommend suitable job goals, tailoring counseling techniques to clients' strengths and needs.

**Jewish Family & Children's Services (JFCS), Phoenix, AZ**

**Jan 2023 – Oct 2023**

*Business Intelligence Analyst*

- Designed analytical tools using Excel, VBA, and SQL to evaluate service delivery effectiveness across programs.
- Optimized data workflows, achieving a 20% reduction in processing time and facilitating quicker service adjustments.
- Enhanced Power BI dashboard to support data-driven decisions and maximize service outcomes.
- Enforced robust data security measures, safeguarding client confidentiality and trust.

**Stand Together and Recover Centers, Inc., Phoenix, AZ**

**Jan 2020 – Jan 2023**

*Coding and Billing Specialist*

- Analyzed employee productivity data using SQL, generating actionable insights to enhance operational efficiency.
- Saved over \$8,000 annually by independently managing data, eliminating the need for third-party contractors.
- Utilized Excel pivot tables to compare revenue trends across plans and resource allocation more effectively.
- Maintained strict accuracy in insurance claims processing using ICD-10, CPT, and HCPCS codes, ensuring compliance and fraud prevention.

**Prologue, Inc., Pikesville, MD**

**Dec 2018 – Apr 2021**

*Integrate Financial Analyst*

- Elevated financial reporting standards to improve data-driven decision-making.
- Managed monthly Social Security income for 30+ clients with accuracy and compliance.
- Partnered with cross-functional teams to optimize income-related processes and boost client outcomes.

**Stand Together and Recover Centers, Inc., Phoenix, AZ**

**Apr 2015 – Nov 2018**

*Quality Assurance Specialist*

- Developed accurate documentation to support informed decision-making and compliance.
- Verified insurance eligibility with meticulous attention to detail, prioritizing client welfare.
- Maintained detailed records for 1,000+ members, showcasing exceptional organizational skills.
- Collaborated with the quality team to identify and resolve operational inefficiencies.

**SKILLS**

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**Core Competencies:** Vocational Counseling, Case Management, KPI Tracking, Psychological Insight

**Computer software/ frameworks:** Google Suite (Sheets, Docs, Slides, Gmail), Libera, Microsoft Office (Word, Excel, PowerPoint, Outlook), Adobe Acrobat (Editing, E-Signature, Document Management)

**Languages:** American Sign Language (ASL) Proficiency