



## Sean Franco-Norris

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 Targeting Relocation to Rochester, NY | ASL Proficient

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## Summary

Financial operations and vocational counseling professional with experience managing tuition audits, VR funding disbursements, and individualized career planning for clients with disabilities. Skilled in cost verification, government compliance, documentation, and policy interpretation. Adept at cross-functional collaboration with colleges, financial aid offices, and case teams. Passionate about educational access, disability services, and data-informed decision-making.

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## Education

Gallaudet University, Washington, DC  
*Master of Science in Social Work* | Expected May 2028

Arizona State University, Tempe, AZ  
*Spring 2025 Semester Completed* | GPA: 4.0

Southern New Hampshire University, Hooksett, NH  
*B.S. in Data Analytics* | Oct 2024 | GPA: 3.98  
Honors: Alpha Sigma Lambda, National Society of Leadership and Success (NSLS)

Community Care College, Tulsa, OK  
*A.S. in Medical Billing and Coding* | Mar 2020 | GPA: 3.7 | Summa Cum Laude

University of Baltimore, Baltimore, MD  
*B.S. in Applied Information Technology* | May 2010

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## Professional Experience

**REHABILITATION SERVICES ADMINISTRATION (RSA)** – Phoenix, AZ

**Vocational Rehabilitation Counselor** | Apr 2024 – Present

- Deliver VCG services to 80–100 clients with disabilities, including Deaf, DeafBlind, Blind/Visually Impaired, Autism, Cognitive Disabilities, Language Deprivation, and co-occurring GMH/SMI.
  - Conducted 15–20 intake interviews and co-developed IPEs tailored to strengths and vocational goals.
  - Secured 19+ job placements and consistently meet closure benchmarks (91+ days of sustained employment).
  - Audit tuition costs and funding disbursements to ensure accurate billing for VR-supported college programs; verify breakdowns for tuition, fees, room, and board across institutions.
  - Maintain 100% compliance with eligibility and IPE timelines under federal/state guidelines.
  - Mentor peers as SME on Deaf, Blind, and neurodiverse populations and inclusive case strategy.
  - Applied vocational assessments and psychological insights to guide employment planning.
  - Supported an autistic client with self-doubt to achieve successful employment in under one year.
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**JEWISH FAMILY & CHILDREN'S SERVICES (JFCS)** – Phoenix, AZ

**Business Intelligence Analyst** | Jan 2023 – Oct 2023

- Built Excel/VBA/SQL tools to assess program performance and support executive decision-making.
  - Streamlined data workflows, reducing processing time by 20% and improving service responsiveness.
  - Maintained HIPAA-compliant practices to safeguard sensitive data and uphold client trust.
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**STAND TOGETHER AND RECOVER CENTERS, INC.** – Phoenix, AZ

**Coding & Billing Specialist** | Jan 2020 – Jan 2023

- Used SQL and Excel to analyze service data and improve billing accuracy and reporting.
  - Saved \$8,000+ annually by eliminating vendor reliance through in-house data management.
  - Processed insurance claims using ICD-10, CPT, and HCPCS codes with 100% accuracy.
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**PROLOGUE, INC.** – Pikesville, MD

**Benefits & Financial Support Analyst** | Dec 2018 – Apr 2021

- Managed SSI benefits for 30+ clients with mental illness and ensured accurate, on-time disbursement.
  - Improved compliance and reporting standards to support program audits and integrity.
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**STAND TOGETHER AND RECOVER CENTERS, INC.** – Phoenix, AZ

**Quality Assurance Specialist** | Apr 2015 – Nov 2018

- Maintained over 1,000 client case files in compliance with audit and documentation standards.
  - Verified eligibility for services and supported accurate reporting and claims documentation.
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## **Skills**

### **Financial & Administrative Operations**

• Tuition Auditing • Cost Verification • Account Reconciliation • Medicaid & SSDI Billing • VR Funding Disbursement • FERPA & HIPAA Awareness

### **Vocational Rehabilitation & Counseling**

• IPE Development • Career Planning • Psychological Evaluation Review • Client Advocacy • ASL Proficiency • Support for Deaf, Blind, Autistic, and SMI Clients

### **Case Management & Program Compliance**

• SSI/SSDI • WIOA & RSA Compliance • Documentation & Reporting • Quality Assurance • Eligibility Verification • Audit Readiness

### **Technical & Communication Tools**

• Microsoft Excel • Power BI • SQL • VBA • Google Workspace • PowerPoint • Libera System • Cross-Functional Collaboration • Client-Centered Communication • Training & Mentorship