

Socorro Morales

Rocklin, CA | (415) 583-1463 | socorro.morales.we103@gmail.com

Resourceful, community-focused professional with over 10 years of experience in program coordination, client advocacy, and operational compliance, currently expanding into property management. Skilled in resident relations, conflict resolution, service provider coordination, and strict adherence to fair housing laws and documentation standards. Leverages strong interpersonal and organizational capabilities to foster positive resident experiences, maintain occupancy goals, and support efficient property operations.

CORE SKILLS

- Resident & Service Provider Relations
- Leasing & Prospective Resident Engagement
- Lease Administration & Compliance
- Fair Housing & Ethical Practices
- Conversational Spanish
- Conflict De-escalation & Problem Solving
- Customer Service & Communications
- Community Outreach & Lead Generation
- Records Management

PROFESSIONAL EXPERIENCE

Employment Specialist

JobTrain, Menlo Park, CA | 11/2024 – 03/2025

- Facilitated employment readiness for **40+ clients**, delivering resume development, job search strategies, and interview coaching to secure job placements
- Developed and maintained employer partnerships, generating **15+ job leads weekly** aligned with client strengths and career goals

Advocate / Co-Founder

Changing Lives Forever, LLC, S.F., CA | 05/2023 – 06/2024

- Delivered employment readiness and reentry coaching to **50+ formerly incarcerated individuals**, increasing workforce engagement and self-sufficiency
- Led community outreach initiatives serving **100+ unhoused individuals**, connecting clients to employment resources and support services
- Organized speaking engagements and digital platforms to promote workforce empowerment and community reintegration

Program Director

Beat the Streets, Inc., Antioch, CA | 08/2019 – 03/2023

- Managed a caseload of **40+ at-risk youth and adults**, developed individualized service and employment plans with measurable outcomes
- Designed and implemented a referral reentry and juvenile diversion employment program, reducing recidivism risk through job placement, education and life-skills training
- Supervised **20+ staff and volunteers**, while maintaining compliance, tracking outcomes, and expanding community partnerships

Program AssistantCOPE Family Support Center, W.C, CA | *11/2017 – 08/2019*

- Conducted **25+ monthly intakes and assessments**, connecting families to counseling, employment, and support services
- Maintained **100% compliance** with documentation standards through detailed chart audits and data tracking. Coordinated with courts and schools to improve service access and client engagement outcomes.

Family SpecialistPacific Clinics – Los Gatos, CA | *10/2014 – 06/2015*

- Managed **20+ family cases**, supervised court-ordered parent-child visitations, ensured compliance with court mandates and maintained a safe, supportive environment.
- Developed reunification and stability plans tied to resource access, connected clients to housing, behavioral health and workforce services for long-term independence outcomes.
- Produced timely reports for multidisciplinary teams, ensuring compliance with court and agency requirements

Program AssistantVolunteers of America – Sacramento, CA | *10/2013 – 11/2014*

- Prepared foster youth for employment by delivering resume support, job leads, and interview coaching to **20+ participants**
- Coordinated emergency housing placements and workforce resources for homeless youth
- Recruited and trained **15+ volunteers** to support program operations and service delivery

VOLUNTEER EXPERIENCEMentor – Community Outreach | *2019 – Present*

- Mentor **15+ individuals** facing employment and life challenges, providing job readiness coaching, goal setting, and support toward self-sufficiency
- Provide ongoing mentorship to **2 active mentees** providing support and guidance in budgeting, job readiness, housing applications, credit monitoring and education.

EDUCATION & TRAINING

- R.E.N.E.W. - Residential Property Management Training Program presented by IREM Sacramento Valley - 2026 (Current)
 - Covered the full property management cycle: marketing, leasing, fair housing, applications, resident retention, maintenance, and move-out/security deposits.
- Job Readiness Program presented by Women's Empowerment - 2026
- Non-Profit Management Certificate Program presented by Cal State East Bay, 2024 (Ongoing)
- Triple P Positive Parenting Program – Certified Facilitator, 2022