Yuan-Che Shih

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Summary

Operations supervisor with 9 years in the public sector. Co-manages a 25-person field team, has led the planning of a new community mental health center, and turns error-prone manual workflows into tools colleagues use every month, owning the requirements, rules and acceptance testing. Seeking a project management or process improvement role in Taichung.

Core Skills

- **Process improvement:** finding manual, repetitive steps; turning judgment calls and exceptions into clear rules
- **Project coordination:** new-site planning, cost and procurement estimates, timelines and handover tracking
- **Stakeholder management:** cross-agency coordination, chairing case conferences, handling escalated complaints
- **Data and tools:** Google Sheets, metric definitions, dashboards; requirements, testing and user acceptance for AI-assisted builds (Apps Script, Cloudflare, Firebase, LINE bots)

Experience

Social Work Supervisor — Health Bureau, Taichung City Government

Taiping Community Mental Health Center · Dec 2023 – Present

- **New site setup:** Planned a new community mental health center in Wuqi District, including cost and procurement estimates, approval proposals and liaison with the central government.
- **Team management:** Co-leads a 25-person team of community care visitors with another supervisor: case assignment, workload balancing and training.
- **Coordination and quality:** Coordinates suicide-prevention work with district public health centers, chairs case conferences, audits case records and handles escalated complaints.

Community Care Visitor — Health Bureau, Taichung City Government

Xitun Community Mental Health Center · Jul 2022 – Dec 2023

- Provided home visits and phone follow-up for community mental health cases.

Contract Social Worker — Social Welfare Dept., Taipei City Government

Shilin and Neihu Social Welfare Service Centers · Dec 2018 – Dec 2021

- Managed cases for vulnerable households, ran Social Safety Net case conferences and the center's LINE official account.

Social Worker — Teacher Chang Foundation

Men's Growth and Family Service Center, Taipei · Aug 2017 – Dec 2018

- Provided counseling services, managed volunteers and ran joint programs with social welfare agencies.

Process Improvement Projects

Self-initiated tools in real use. I own the requirements, rules and user acceptance; code is written with AI assistance.

- **Visit record audit system:** cross-checks visit records, home-visit logs and attendance data each month. Cut audit time from 1–2 hours to 10–30 minutes; refined rules gave 16 fewer false flags on the same month's data.
- **Case assignment lookup:** keeps the existing spreadsheets untouched and adds a mobile lookup page. Used by about 24 colleagues; supervisors see unreported cases at a glance.
- **Staffing allocation dashboard:** turns meeting decisions into rules for 8 service areas (6 now, 2 planned) so managers can compare transfer options and place new hires.
- **Visit-rate reporting site:** calculates visit rates automatically, excluding departed staff, for monthly reports to 6 centers; replaced about 30 minutes of manual work.
- **Lessons from adoption:** two earlier tools were not adopted, so I now involve decision-makers early and keep familiar workflows in place.

Education and Languages

B.Ed., Psychology and Counseling — National Taipei University of Education · 2016

Mandarin Chinese (native) · English (reading and writing)