

Statement of Interest

My name is Joan Doe, and I am very much interested in being chosen for the Consular Fellows Program sponsored by the United States Department of State. I believe that my proven experience in serving as an interpreter for Certified Languages International, my educational background where I earned a bachelor of Arts degree in Psychology at Portland State University in Portland Oregon and my sincere desire to provide multicultural understanding between nations would be very important to me in this position. I am a nationalized citizen of the United States, having immigrated from Myanmar at an early age, speak Burmese fluently, and understand the need for multiculturalism and understanding between people of different cultures. This understanding has always been a great influence on my world outlook, and the way I relate to the needs of others. I believe that honest communication is one way I can give back to my adopted country, use my experience as an interpreter to facilitate understanding and earn the pride and gratification of representing the United States in an official capacity.

Some history of my wide experience will serve to demonstrate the talents I can contribute to the mission of the U.S. Foreign Service and how these events served to shape my vision and develop my traits of responsibility, devotion to duty and talent for effective performance in large organizations. At the Multnomah County Service District, I serve as a Classroom Aide and I am responsible for assuring classroom coverage by teaching personnel, assist teachers and instructors to maintain class continuity and promote student safety by enforcing safety regulations and policies. Working at the Multnomah County Service District has provided me with many challenges and rewards in understanding the multicultural nature of this area, and the solutions available to promote goodwill and understanding in this diverse community of learners. I have been very fortunate in being assigned to working with and tutoring special needs children including those with Autism and other educational challenges, as this has developed a true interest in serving the needs of those needing additional support in becoming the person they were meant to be. Having the ability to understand and solve the problems of these students has given me a broader perspective on the obstacles facing others.

I also provide translation and interpretation to Certified Languages International, Passport to Languages, the International Language Bank and Telelanguage. These services provide translations and interpretation to non-English speaking patients at hospitals, clinics and other health related organizations, ports of entry and those confronting problems with state and local law enforcement and the court system. I take this responsibility very seriously, since even insignificant errors in translation can have disastrous consequences for the client. For example, I provide translation services for hospital physicians who must receive vital health related information from non-English speaking patients. Questions include medical history information, complete descriptions of symptoms and levels of discomfort, drug allergies and questions related to irregularities discovered during the examination are vital information and must be communicated properly to insure proper treatment. At ports of entry, immigrants and refugees of oppressive and sometimes dangerous nations must clearly communicate their immigration status, their eligibility for government immigration programs and other vital information to receive the proper assignment by Department of State representatives. And for those facing legal problems efficient, professional and compassionate interpretation is vitally important and can mean the difference between being acquitted or unjustly convicted if the complete set of facts is not placed before a judge or law enforcement personnel. To ensure effective communication, I demonstrate a strong ability to provide cultural competency and assess regional and accent variations to find ways of communicating with non-English speakers and I am well versed in all associated cultural differences which could otherwise impede complete understanding. Subtle difference in tone of voice, inflection and other verbal cues can sometimes mean the difference in interpreting the client clearly and transparently and leaving an incomplete record. Additional services included making reminder phone calls in advance so that clients could prepare for their appointments and scheduled communications, insured that all Privileged Health Information was handled in complete confidence and in full compliance with Federal and state HIPPA regulations while maintaining professional boundaries when working with a wide variety of clients in sometimes difficult situations.

During my tenure as Associate with Advanced Fresh Concepts Corporation in Vancouver Washington, I greeted customers with enthusiasm, showed them to their seats and make effective menu suggestions to ensure a pleasant experience and coordinated the prompt preparation and delivery of take out orders. Additionally, I prepared a wide

variety of Sushi entrees and other offerings and took a lead role in training new employees and developing their strong performance in food preparation, restaurant maintenance and friendly customer service. During this time, I proved effective employee supervision, monitored their daily performance, understood their barriers to success and offered valuable input to enhance their performance. In short, I believe that this position helped me to develop valuable experience in developing strong and effective leadership skills by motivating others, encouraging creative solutions, establishing positive relationships and driving a successful and profitable work environment.

Serving as a Sales Associate at Radio Shack in Alhambra California and Vancouver Washington was a valuable learning experience where I became proficient in managing the completion of important store level projects, learned important lessons in planning activities, setting priorities, defining goals and using an organized approach to efficiently allocate time and resources in solution to problems. My duties included greeting customers with sincere enthusiasm and communicating effectively to identify their specific technology needs and delivering cost effective solutions to satisfy these needs. Additionally I identified merchandise level needs, ordered the proper products to rectify these out of stock conditions, and managed the system for performing warrantee coverage by accepting defective items for customers, arranging for the item to be transported to the warrantee repair center for repairs and insuring that the repaired item was promptly returned to the customer to maintain a high level of customer satisfaction. This position was very important to me in developing strong abilities in creating and keeping deadlines, delegation of authority to complete numerous competing priorities and delivering strong communication with both customers and fellow store associates.

My educational experience at Portland State University where I earned a Bachelor of Arts Degree in Psychology in March of 2007, and Portland Community College in Portland Oregon where I was awarded my Associate of Science Degree in December of 2004 were instrumental in developing my keen intellectual abilities and talents in confronting difficult situations by identifying the problem, collecting relevant information, and formulating innovative solutions to resolve the problem. If chosen for the Consular Fellow Program, I will be responsible for many tasks required at United States consulates including conducting interviews of visa and/or passport applicants and providing review to these applications, adjudicate these visa/passport applications per relevant U.S. laws, regulations, and security protocols and provide efficient, professional, and compassionate customer service in explaining U.S. visa policies and entry procedures to foreign nationals. To do this job effectively the potential Consular Fellow must be proficient in reviewing the required information, have a complete understanding of all relevant Federal law and United States Department of State regulation and procedures and the social skills and poise necessary to cancel and/or revoke visas when warranted per relevant laws, regulations, and/or security protocols. I firmly believe that the academic training and specific subject matter instruction that I received at Portland State University would serve me very well in this regard. In addition, I excelled at subjects such as Clinical Interviewing, Psychology and Human Relations, Social Psychology and Counselling and I believe that this additional training will be very valuable to me in my daily performance as a member of the Consular Fellows Program. And from a technology perspective I excelled in learning many popular computer operating systems such as Windows 10 and Mac osX, business applications such as Word, Excel, PowerPoint and specialist topics such as HTML, Graphic Design and various communication protocols. I am convinced that the substantive knowledge I received at these educational institutions prepare me well for the challenges and opportunities presented by a Fellowship such as this. In addition, I believe that I would be especially helpful in associated tasks such as conducting outreach, pro-actively representing the United States of America, and its policies abroad, communication with non-government organizations and foreign government representatives and monitoring and reporting on developments of interest to the United States government.

My history demonstrates a strong commitment to effective communication within multi-cultural settings, the intellectual capacity to responded innovatively to unusual circumstances, and the requisite management skills to oversee important projects. I can demonstrate the ability to plan efficiently, set realistic priorities and allocate time and resources efficiently. I am proud of my ability to deliver solutions in difficult situations and operate efficiently in fast paced environments with competing and sometimes contradictory priorities. I have been a strong advocate of understanding diverse cultures and applying my knowledge to broaden understanding and inspire international cooperation. Being named as a Consular Fellow would be an important part of my commitment to the importance of clear and unambiguous communication in critical situations and my ultimate goal of serving my adopted country and advancing its political and social interests.