

SKILLS SUMMARY:

- Exceptional management and decision making skills
- Excellent verbal and written communication skills; highly effective communicator
- Ability to quickly develop rapport with individuals from diverse cultural, social and economic backgrounds
- Self-motivated, strong work ethic, positive attitude and strong attention to details
- Highly passionate advocate for immigrant services
- Bilingual: Kosraean and English (interpret and translate)

EMPLOYMENT HISTORY:

*Immigration Information Office
County of Hawaii*

*12/2014 - Present
Hilo, Hawaii*

- Provide immigration related forms, review upon completion and check for required documents
- Provide referrals to other community resources
- Disseminate informational and educational materials to individuals, community organizations, and other interested groups
- Establish and maintain cooperative relationships with immigrants and community organizations and agencies
- Participate in informational meetings to further public awareness on immigration laws and procedures
- Respond to the needs of immigrant victims of violence and human/labor trafficking
- Perform other related duties as assigned

*Employment Counselor, Employment Core Service for Immigrants
Goodwill Industries of Hawaii*

*01/2012 – 12/2014
Hilo, Hawaii*

- Managed and implemented the Employment Program for Immigrants for entire County of Hawaii
- Provided comprehensive services to program participants of Micronesian, Filipino, African, Fijian Indian, and Canadian backgrounds; including Job Readiness Training, application for passports, Permanent Resident cards and Replacement of I-94 cards
- Conducted orientation, intake, and assessments for new clients
- Planned, developed, implemented and monitored strategies needed for client success
- Provided referrals to community immigrant services including ESL training, medical services, affordable housing, legal services, and employment opportunities
- Monitored client's progress and updated individual plans every 6 months or as needs change
- Maintained accurate and complete records for over 60 participants for the purpose of case files, reporting requirements, and monthly billing

*Interim Director, Hawaii Island Community Office
Catholic Charities Hawaii*

*10/2010 - 04/2011
Hilo, Hawaii*

- Managed and oversaw the Hawaii Island Community Office administrative operation

- Completed and submitted quarterly reports for 6 different programs (including immigrant services) to the Advisory and Corporate board
- Collaborated and served as lead in effecting positive communication within and among all programs
- Established and maintained cooperative relationships with vicariate and community

*Program Support Specialist
Catholic Charities Hawaii*

*05/2010 – 04/2011
Hilo, Hawaii*

- Served as a liaison at community meeting to address immigrant health and social disparities
- Serviced immigrant clients with multiple social, health and economic issues to identify available service providers to address their needs
- Assisted immigrant clients in renewal of Permanent Resident cards, renewal of passports, and Replacement of I-94 cards
- Developed and implemented individual service plans, provided referral or agency contacts to overcome barriers
- Follow-up with clients to determine efficacy of referrals
- Attended, conducted, and recorded Advisory Board meeting minutes
- Assisted clients to complete application for public benefits and reviewed applications for completeness and accuracy before submittal

*Small Business Owner and Manager
Video Center Store*

*06/1994 – 06/2007
Pohnpei, Micronesia*

- Designed and implemented a raffle ticket program that increased sales by 25% within two months
- Developed innovative business concepts, planning, and financing
- Responsible for hiring, payroll, scheduling, inventory, and marketing
- Managed and trained staff of eight for full time retail operation

VOLUNTEER:

*Member at Large
Micronesians United-Big Island*

*08/2011 – Present
Hilo, Hawaii*

- Collaborate with community educators, human service providers, health care professionals, and legislators to coordinate education and cultural opportunities for immigrant adults and youth
- Plan and implement community events focusing on immigrant family structures and medical enrollment
- Represent immigrant populations at community forums
- Act as a liaison between public institutions and members of the Freely Associated States
- Maintain collaborative relationships with community partners including the Office of the Prosecuting Attorney, University of Hawaii-Hilo, Hope Services, Inc., and the Department of Education

COMMUNITY SERVICE:

- Conducted surveys and interviews with Micronesians, entered data as a Research Assistant at UHH
- Served hot meals for the homeless sponsored by Haili Church members in Hilo; participated in East Hawaii Homeless Count 2011
- Attended statewide community meeting to address Native Hawaiian Children and families involved with Child Welfare Services
- Involved in community planning focusing on reducing cultural disparities for youth and families from the Freely Associated States (FAS) of Micronesia

- Served as a panelist for United Nations Association, Hilo Chapter workshop luncheon on Impacts of Climate Change & Global Sea Rise
- Organized and served as a panelist for Serving Youth & Families: Culture, Family Dynamics, & Social Etiquette Conference; provided intercultural training materials
- Served as a panelist for the Pacific Islander Youth Career Day
- Provided language services to Kosraeans with limited English proficiency

EDUCATION:

University of Hawaii at Hilo (2008 – 2010)	Bachelor’s Degree Sociology	2010
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TRAININGS & WORKSHOPS:

US Citizenship and Immigrant Services (USCIS)	I-9 Employment Workshop	2014
	US Citizenship Family Petition	2013
Equal Employment Opportunity Commission (EEOC)	Understanding the EEOC	2012