

SANDY CHAN

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Experience

SOCIAL SECURITY ADMINISTRATION (SSA)

Social Insurance Specialist – (9/03 to present)

- Use trilingual skills on a daily basis to interview members of the public to determine eligibility to retirement, survivor and disability insurance benefits
- Collaborate with social service agencies and claimant representatives to provide benefits to claimants
- Make decisions on overpayment waiver requests and appeals
- Conduct personal conferences with claimants who have large overpayments and negotiate repayment plans
- Translate foreign documents, such as birth, death and marriage certificates

Speakers Bureau (10/07 to present)

- Give presentations to social service organizations and members of the public about Social Security programs
- Prepare program materials and handouts to distribute during presentations
- Represent SSA at public information events

OAKLAND ASIAN STUDENTS EDUCATIONAL SERVICES (OASES), Oakland, CA

Coordinator (8/02-5/03)

- Recruited over 250 volunteer tutors at UC Berkeley via class announcements, tabling and flyering
- Interviewed, trained and matched volunteers with underprivileged elementary, middle and high school students
- Provided on-site supervision and debriefing of tutorial twice each week
- Facilitated and set agenda for weekly coordinator meetings
- Managed committee budget
- Served as main contact person for Thursday program and updated tutors about events via weekly e-mails

Education Seminar Co-Instructor (Spring 2003)

- Facilitated discussions in a weekly seminar on issues in urban education
- Designed curriculum and chose articles and excerpts for course reader
- Formulated seminar policies to ensure participatory education

Volunteer Support Committee (Fall 2002 & Spring 2003)

- Planned and conducted an informational session and orientation for over 250 volunteers
- Evaluated OASES Volunteer Manual for revision and designed activities illustrating program policies

UC BERKELEY EARLY ACADEMIC OUTREACH PROGRAM (EAOP), Berkeley, CA

Summer CUBS (College/University-Bound Students) Program Teaching Assistant (6/02-7/02)

- Provided academic support to 30 minority 7th grade students in a 3-week intensive writing program
- Chaperoned weekly field trips and designed activities to engage students during break-time
- Created an I-Movie of the program's highlights to show to parents during the closing ceremony

BUILDING BRIDGES AT DEL AMIGO, DEL AMIGO CONTINUATION HIGH SCHOOL, Danville, CA

Co-Founder (1/01-5/01)

- Designed and implemented the *Building Bridges* program to empower 21 “at risk” high school students
- Met twice each week with group mates and the students’ teacher to brainstorm discussion topics and plan group activities for Friday class meetings
- Surveyed students about academic goals and incorporated this information into the curriculum design
- Increased students’ interest in attending college from 12.5% to 67% by the end of the program

Education

CALIFORNIA STATE UNIVERSITY, SAN FRANCISCO

Master in Public Administration. Public Management emphasis, December 2008

UNIVERSITY OF CALIFORNIA, BERKELEY

Bachelor of Arts. Political Economy of Industrial Societies, Minor in Education, May 2003

Languages

Spanish and Cantonese-Chinese

Computer Skills

Statistical Package for the Social Sciences (SPSS), Microsoft Excel (including statistical analysis) and PowerPoint