

Kayla N. DeCoste

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April 10, 2022

Human Resource Services
SUNY College at Plattsburgh
101 Broad St
Plattsburgh NY 12901

Dear Hiring Committee:

I am applying for the International Student Services Coordinator position which was advertised on your Human Resources website. I am interested in the position because I am passionate about working with international students to maximize their experiences in the United States, as well as, the benefits that having a significant international student population on a college campus bring. International students are highly motivated and globally minded, making them excellent additions to a campus community. Being able to facilitate such cross-cultural experiences has been a highlight of my career thus far and I would look forward to enthusiastically continuing this at SUNY Plattsburgh.

I have worked as a DSO for the last four years at SUNY Cortland, serving as the backup immigration advisor to the PDSO. I completed the NAFSA Intro to F-1 visa advising training in June 2013 and June 2019. I have experience with creating I-20s, navigating and updating the SEVIS system, and advising on a variety of topics, from in- and out-of-country travel and international student health insurance, to academic advising and connecting students with campus resources as needed. I've also completed trainings on OPT and CPT.

I have extensive experience with international student orientation, international student programming, and intercultural programming in general. In my current position, I create and manage the everchanging orientation pick-up schedule, update the event schedule, and manage logistics for the various meals, programming, and sessions. I am responsible for training and managing our teams of 2-6 orientation assistants and provide support with issues that they are unable to manage themselves. Orientation week is always chaotic and challenging, but is often my favorite week of the semester. It's when we get to see the culmination of months of work and welcome our new students to campus. Facilitating first in a lifetime experiences and helping international students navigate their new surroundings is vastly rewarding to me.

Currently I oversee two specialized student assistants in the areas of Programming and Marketing. My responsibilities include assigning them tasks that fit the office's current needs, meeting with them regularly, ensuring they remain on task, and approving their hours in the HR system. I was also responsible for posting, interviewing, and hiring our five student assistants this year and training the last three years of student assistants.

In addition, I am proficient with managing varying tasks simultaneously and possess strong written and verbal communication skills, which is necessary in such a position. I am skilled at individualizing my approach towards how I work with different people, which allows me to build strong interpersonal relationships and create effective results. Intercultural sensitivity is vital in working with international students. My professional experiences working with diverse groups of students, including international students, along with my undergraduate background of international relations, French, and European studies, have helped me to develop a profound appreciation for people of other cultures and backgrounds, their unique needs and how much one can benefit from learning about these people and their cultures. I believe in the profound impact that international students can have on the campus that they inhabit and the importance of a strong support system for these students.

Thank you for considering my application. I would appreciate an opportunity to speak with you regarding the position of International Student Services Coordinator. If you have any questions about my qualifications, or would like to set up an interview, please call me at 518-335-6399 or email me at decostek@canisius.edu.

Sincerely,

Kayla N. DeCoste

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