

## Contact

[www.linkedin.com/in/amy-chaung-5167a01a](https://www.linkedin.com/in/amy-chaung-5167a01a) (LinkedIn)

## Top Skills

International Education  
Immigration Policy  
Immigration Law

## Languages

English  
Burmese (Native or Bilingual)  
Chinese (Elementary)

## Certifications

Paralegal Certification I

# Amy Chaung

Director of ISO at International Technological University (ITU)  
Santa Clara, California

## Summary

Ten years experienced in Higher Education field as an International Educator with capabilities in the following areas: strong ability to lead, plan, direct, coordinate and maximize ISO (International Student Office) within an organization.

Specialties: I speak four languages Burmese, English, limited Chinese-Mandarin, and Taiwanese.

Software Skills: Familiar with Acrobat Reader, Photoshop, QuickBooks, MS Word, MS Excel, MS Power Point, MS access, MS Publisher, and MS outlook

Typing skills - 65wpm

10 key- 10,000 kph

---

## Experience

International Technological University (ITU)  
Director of ISO  
May 2017 - Present  
San Jose, CA

- Serve as Primary Designated School Official (PDSO) for F-1 students and Responsible Officer (RO) for the J-1 exchange visitors.
- Direct and oversee University Form I-17, SEVIS recertification, and redesignation.
- Create, monitor, and update ISSS policies regarding F and J students and exchange visitor scholars and their dependents.
- Provide leadership to the advising team regarding the interpretation and application of all regulations, compliance issues, and complex student cases.
- Oversee the development and management of the ISO budget while maintaining compliance with University procurement policies and procedures.

International Technological University (ITU)  
Associate Director of ISO  
May 2015 - Present  
San Jose, CA

- Served as a Designated School Official (DSO) and an Alternate Responsible Officer (ARO) to manage international student's information in SEVIS (Student and Exchange Visitor Information System)
- Managed the day to day processes of all aspects of international student services, including but not limited to scheduling advising services; preparing electronic communication regarding SEVIS updates and compliance issues;
- Supervised international student advisers, and related support staff and student workers.
- Supported Associate Director in enhancing ISO's student services and in engaging and educating the ITU community about the ISO student services and to keep them abreast of current immigration regulations affecting international students

International Technological University  
International Student Advisor  
April 2010 - Present

International School Officer (DSO)/ Student Record/Career Service Center

1. Assessed all college international student SEVIS activities programs, which includes audits and status alerts (CPT, OPT, etc)
2. Monitored international student progress each semester to ensure compliance with the U.S. Immigration & Custom Enforcement
3. Provided academic and Immigration advising to prospective and current international students.
4. Advised the international students on appropriate immigration classifications, regulations, proper documentation, processes and related matters consistent with university policies/ procedures; issue immigration and related documents on behalf of the university.
5. Prepared initial, reinstatement, change of status, work authorization and optional practical training documents to request action by different entities under Department of Homeland Security

## Santa Clara City Library

### Technology Aide

September 2005 - November 2013 (8 years 3 months)

- \* Provided high quality customer service for over 1000 visitors
- \* Managed heavy incoming calls on a daily basis
- \* Coordinated , and arranged, daily calendars in Outlook to support Library's supervisors
- \* Organized presentations with MS Power Point for the city executives
- \* Modified Access database by updating the information on a daily basis
- \* Provide top-notch technical support to patrons and staff in a timely manner.

## Chit Sayar

### Administrative Assistant

January 2006 - December 2008 (3 years)

- \* Assisted number of customers to solve their late payments
- \* Used QuickBooks Pro 2008 to generate invoices, purchase orders, accounts payable, and accounts receivable
- \* Generated advertisements for Chit Sayar to boost their monthly revenue
- \* Modified and added data into internal database

## Santa Clara City Library

### Circulation Page

May 2001 - September 2005 (4 years 5 months)

- \*Assisted with sorting and shelving library materials
- \*Helped out customers with use of computers, databases and web searches
- \*Troubleshoot computers and printers

---

## Education

### International Technological University

Master of Business Administration (M.B.A.), Business Administration and Management, General · (2010 - 2013)

### San Jose State University

Bachelor, History · (2006 - 2008)