

# Mark A. Silva

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## **PROFESSIONAL EXPERIENCE**

### **Seattle Central College**

International Student Advisor

August 2017 – Present  
Seattle, WA

- Provide immigration advising to international ESL and college students on matters pertaining to F visa status.
- Maintain and update SEVIS records including quarterly registration and work authorizations.
- Provide academic advising to international ESL and college students which includes program selection, course selection, academic planning, and university transfer assistance.

### **The Art Institute of Seattle**

International Student Advisor

January 2017 – October 2017  
Seattle, WA

- Served as the primary Designated School Official (DSO) for the F-1 student program.
- Advised international students on matters pertaining to their immigration status, U.S. Departments of Homeland Security (DHS) and State (DOS) regulations, employment eligibility, and administrative and cultural issues.
- Managed SEVIS record maintenance, updates, and reporting to ensure university and student compliance.
- Facilitated orientations and other relevant informational sessions pertaining to international students.

### **International Rescue Committee**

Immigration Caseworker

March 2016 – August 2016  
Sacramento, CA

- Managed the Immigration department by coordinating its daily operation and leading a team of five.
- Provided immigration services to refugees, asylees, and new immigrants by offering assistance with adjustment of status, naturalization, work authorization, travel documents, family petitions, and family reunification.
- Conducted status checks on pending cases by liaising with immigration authorities, including the United States Citizen and Immigration Services (USCIS) and National Visa Center (NVC).

### **International Rescue Committee**

Program Coordinator, Volunteer Operations

July 2014 – May 2016  
Sacramento, CA

- Recruited, trained, and oriented all volunteers and interns resulting in over 25,500 volunteer hours in order to support IRC Sacramento staff, programs, and beneficiaries.
- Coordinated all administrative aspects of volunteer engagement including Salesforce administration, responding to inquiries, production of training and other materials, evaluation reporting, and any relevant in-kind financial tracking.
- Managed the Donation Program which includes assessing beneficiary need, organizing appropriate donation events, engaging the local community, and distributing items to beneficiaries resulting in over \$200,000 in in-kind contributions.
- Coordinated volunteer recruitment campaigns with the community, local universities/colleges, and corporations to appropriately onboard exceptional volunteers and interns by screening applicants, scheduling interviews, conducting background checks, and generating hire letters.
- Supported IRC staff and volunteers by planning and implementing multiple recognition and appreciation events throughout the year.
- Managed the Cultural Orientation Program designed to help newly arrived refugees develop the knowledge, skills, and attitudes to adjust to life in the United States resulting in over 150 refugees successfully completing the course.

### **Máximo Nivel**

Field Manager

December 2013 – May 2014  
Cusco, Peru

- Provided comprehensive in-country support to volunteers which included arrival orientation facilitation, site orientation, client service, project support, housing support, translation, and scheduling support for Máximo Nivel (MN) Cusco's Volunteer & Internship, TEFL/TESOL, Medical, and Native Spanish programs.
- Coordinated with multiple international partners as well as MN's headquarter office providing pre-arrival logistical support to volunteers in the form of program structure, project placement, and housing coordination and assignment.
- Managed and maintained positive working relationships with seven volunteer program field sites consisting of 250 direct beneficiaries.
- Partnered with local and international organizations to create intercultural exchange events for volunteers and host country nationals.

### **US Peace Corps**

Health Education Volunteer

February 2011 – April 2013  
Ituni, Guyana

- Managed and co-designed an introductory-level woodworking course resulting in the construction furniture for a rural library and primary school. Developed and managed project budget and grant; mobilized community members; oversaw daily operation of course; and evaluated course effectiveness.

- Managed and supported a rural women’s cooperative in collaboration with a US-based NGO in the construction of tote bags sold on the organization’s website. Project provided employment and generated supplemental income to community members while generating funds for the NGO for re-investment in future projects.
- Elected as the Vice Chairperson for the Volunteer Advisory Council serving as an intermediary between Peace Corps (PC) Staff and Peace Corps Volunteers (PCV) to address medical, administration, and programming concerns.

## **EDUCATION**

### **Masters of Healthcare Administration – Health Administration and Policy**

Medical University of South Carolina – May 2010

### **Bachelor of Arts – Geography**

University of South Carolina – May 2008

Magna cum laude

## **PROFESSIONAL QUALIFICATIONS**

### **Computer Skills:**

SEVIS – proficient	SalesForce – proficient	Microsoft (MS) Word – proficient	MS Excel – proficient
MS PowerPoint – proficient	MS Publisher – good	ImmigrantPro – proficient	

### **Languages:**

Spanish: Spoken – low intermediate  
Written – low intermediate