

Jose Luis Santiago

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One Wheel, Future Motion Inc
1201 Shaffer Rd,
Santa Cruz, CA 95060

Dear Hiring Manager:

My name is Jose Luis Santiago and I am a fourth year at the University of California, Santa Cruz currently pursuing a degree in Computer Engineering with a concentration in Robotics and Control. I am interested in designing, developing, and maintaining custom business management software and would like the opportunity to explore Software Engineering through various projects based on those needs.

My leadership experience ranges from running the Los Angeles Marathon to working as a Peer Adviser for the Baskin School of Engineering: events that have challenged me as a person, by making me step outside of my boundaries and pursue experiences outside of my comfort zone. These activities not only display my dedication and work ethic, but my versatility and willingness to adapt whether it be in the classroom, sports, or the workplace.

A couple qualities I believe that make me suitable for this position are my communication skills and motivation. Communication is the most important aspect in a workplace as I've learned via my work as a Peer Adviser. During busy times at the office, such as enrollment week, it is important to split up the responsibilities at the advising counter. During these times it is difficult for us to see every student that comes to the advising office. The line will usually populate the whole hallway and extend out to the balcony. Students who see this may become discouraged when standing in line and they might wonder whether or not they will actually be seen at that time. It's important to keep this in mind and to be considerate of their feelings and their perspectives. To ensure students don't feel uneasy while they wait, we delegate responsibilities to our Peer Advisers. We have one Peer Adviser responsible for checking in with students as they line up to determine the kind of questions they have. This peer adviser then moves the student to one of two different lists depending on whether or not a peer adviser can help them. The other available peer advisers in the office read off of the Peer Adviser list to help the students they can while students who need more specific help are put on an adviser list where they get help from a major adviser. This gives students peace of mind about being seen.

Students that come to the advising office are also usually full of different emotions and questions as they try to navigate the academic landscape. It's important to communicate effectively with these students and ensure they feel heard and engaged with. Students of all ethnicities and backgrounds come to our window and we must communicate with them all the same to make sure they get the help they need. I've learned to practice effective communication while providing a comfortable environment by making eye contact, smiling, and making small talk when appropriate. These communication skills may seem simple but they go a long way to create a safe and welcoming atmosphere.

My experience in the South Central Scholars Summer Academy displays my motivation. I took the initiative to enrich my knowledge so that I could anticipate the academic rigor I could expect at a university like UC Santa Cruz. My drive to excel has served me well throughout my life and is one that I know will be translated into my role as a Software Engineer. Thank you for your time. I understand this is a very competitive application, but I am grateful for this opportunity to showcase my skills. Once again thank you for your time and I hope this letter finds you well.

Best Regards,
Jose L. Santiago