



April 22nd, 2023

To whoever it may concern,

I am Issai Aquino, currently serving as a student Lead III at the Office of the Registrar. Throughout my life, I have devoted significant effort to refining my communication skills, shaped by the extroverted background within my family. Expectations arose for me to articulate effectively in various settings, from family gatherings to religious events, instilling in me the importance of this skill from a young age. This foundation fueled my anticipation of applying these capabilities during my 16-week period for the communication micro-credential.

In my role as a Student Lead, I have successfully conducted bi-weekly meetings, consistently conveying key ideas with a respectful and uplifting tone. This responsibility significantly enhanced my public speaking skills. Notably, during one such meeting, I led a 15-minute intervention on promoting respect for individuals with different identities, fostering inclusivity and a supportive environment for student employees throughout the school year.

A pivotal aspect of my passive learning goals has been the cultivation of active listening. This enabled me to attend to details that some colleagues may not feel comfortable discussing in larger settings, offering support and guidance discreetly. I have embraced feedback, leveraging self-awareness to create a positive environment through my actions and words. My guiding principle, "If you would say that to your mom, then it might be okay to share it here," underscores my commitment to accountability and collaborative problem-solving.

My efficiency, politeness, and professionalism in handling de-escalations have been honed through experience, encouraging colleagues to independently address issues while remaining ready to intervene when necessary. Upholding ethical standards is integral to my work, ensuring that my strong work ethic endures in the professional environment.

In summary, I approach my responsibilities with dedication and ethical integrity, and I am proud to maintain these principles in the professional realm.

A handwritten signature in black ink, appearing to read 'Issai Aquino Sotelo', with a horizontal line drawn through the middle of the signature.

Issai Aquino Sotelo