**Bill (SukJin) Cho**

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**Education**

**University of Maryland at Baltimore County**

**Baltimore, MD**

**Major: Political Science**

**B.A. degree, 1980**

**Experience**

**Division of Civil Action, Court Case Preparation and Review Branch III, Office of Disability Adjudication and Review, Appeals Council, Office of Appellate Operations, Social Security Administration, Falls Church, VA**

**Paralegal Specialist: 1991 to 2011**

As a senior paralegal specialist in the court branch for the last twenty years, I was responsible for reviewing and analyzing new court cases,miscellaneous supplemental review cases, requests for voluntary remand by the Office of General Council, cases remanded by the Courts, and Administrative Law Judge's decisions and recommended decisions after the court remand. After the reviews and analyses, I took action on individual cases by recommending appropriate actions to the Administrative Appeals Judges in the Appeals Council making certain that the actions recommended were in accordance with the established adjudiciary standards and decisional principles that govern the hearings and appeals process. In doing so, I prepared analyses, decisions, orders, notices, and memoranda for the Appeals Council's concurrence.

I prepared declarations for dismissals by the courts on new court cases. Moreover, I assisted the supervisors, paralegal support technician, and legal assistants in the branch with questions on case-related matters, including interpretations of information in the computer generated queries, electronic files and Appeals Review Processing Systems, and reading the court's remand orders and judgements. I reviewed "ready to work court remand cases" from legal assistants before they were assigned to analysts and other branches making certain that the remanded cases were not affirmations or favorable decisions awarding benefits.

I also worked as acting Supervisory Paralegal Specialist (Branch Chief) at times during the absence of the supervisor in the branch performing supervisory and administrative functions such as preparing reports and granting, approving and/or disapproving leave requests.

**Baltimore Mega Teleservice Center, Social Security Administration, Baltimore, MD**

**Supervisory Contact Representative: 3/1989 to 11/1991**

As a supervisor for the Baltimore Mega Teleservice Center, I evaluated and appraised the performance and development of the employees (teleservice representative (TSRs) and technical assistant (TA) assigned to me. To achieve this, I gathered necessary information through interview audits, feedback from employees and my supervisor as well as from numerous systems reports.

I furnished my assessment to the emloyees through weekly summaries of their performance, progress reviews, and performance appraisals. I determined training needs and guidance to help the employees in their development for this job and their careers with the government.

I implemented the administration's policies on operations and time and leave mangagement. I maintained leave schedules by approving and denying requests for leave based on SSA and TSC guidelines. I reviewed and certified time carrds and solicited for over-tour and overtime.

I functioned as the TSRs/TA's point of contact with management on handling difficult callers; such as service complaints, irate callers, bomb threats and suicide calls. I held initial responsibility for resolving the above or made referrals to other management personnel. I met and dealt with representatives of the employee's labor union when necessary.

In brief, I made every effort to provide a work environment that is best suited to giving accurate, courteous and professional service to the public.

**District Offices, Social Security Administration, Los Angeles, CA and Washington, D.C.**

**Social Insurance Representatives: 10/1981 to 3/1989**

I worked as a supplemental security income (SSI) program specialist in these offices.

As a SSI specialist, I received and fully processed a variety of SSI disability and aged claims by interviewing and calling members of the general public. I took all post-entitlement actions such as overpayment, continuing disability reviews, windfall offsets, representative payee changes, and so forth.

In this job, I had to assess case factors to define evidence and supporting documents needed to process claims. I reconciled discrepancies between case allegations and evidence.

I determined entitlement and took final authorization or disallowance actions as appropriate. I had to indentify persons requiring representative payees, evaluate qualifications of payee candidates, and select preferred payees for claimants and beneficiaries.

With the above, I had to investigate continuing disabilities and eligibility of SSI recipients by conducting periodic reviews to check whether the recipients complied with SSA rules and regulations. I took conclusive actions to reaffirm eligibility and terminate and/or adjust benefit payment amounts.

In this job, I also worked as an official Korean translator for the Los Angeles Disctrict Office and the San Francisco Region interpreting for Korean speaking claimants for coworkers and translating various Korean official govermental documents and statements made in Korean for claim processing.

I translated Korean family registeries and other various documents from Korean to English as well as English to Koerean.

I did a great deal of community out-reach activities in the Los Angeles area giving speeches and presentations regarding retirement, disability and SSI benefits as well as Medicare and Social Security numbers.

**Activities**

A marathon runner, running one or two marathon race runs a year for the past twenty years, inlcuding races in New York, Chicago, Washington, D.C., Virginia Beach, Frederick, and Korea.

**Languges: Fluent in Korean**

**Family**

Married, with two sons, graduates of Boston College and the University of Virginia