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SUMMARY of PROFESSIONAL QUALIFICATIONS

- ◆ Effective communicator with demonstrated fluency in Spanish and English, and knowledge of corresponding cultures.
- ◆ Constantly striving for excellence through highly organized and focused work habits.
- ◆ Recognized leadership in the ability to motivate and create a teamwork environment.
- ◆ Highly adaptive to new situations and environments.
- ◆ Productive under pressure in fast-paced environments.

CERTIFICATIONS

- [THE NATIONAL BOARD OF CERTIFICATION FOR MEDICAL INTERPRETERS \(NBCMI\)](#)
Certified Medical Interpreter (CMI-Spanish), December 14, 2012
 - ◆ Written exam grade: 95%
 - ◆ Oral exam grade: 90%

EXPERIENCE

- [KIM TONG TRANSLATION SERVICE, INC.](#), Minneapolis, MN
Customer Service Specialist, February 2007 – February 2013
 - ◆ Created and implemented evaluation materials in order to effectively assess and screen applicants for interpreter positions, ensuring both the linguistic and interpreting competency of the candidates with whom the agency contracts.
 - ◆ Screened, evaluated and recommended potential new interpreters in Spanish.
 - ◆ Designed, implemented and maintained a customer service database for accurately tracking, managing and resolving issues dealing with a staff of more than 600 interpreters in over 76 languages, in an effort to identify, categorize and remedy potential problems, ensuring both quality service and staff accountability.
 - ◆ Functioned as a liaison resolving complaint issues between the company and any clients or contractors.
 - ◆ Served as advisor for staff interpreters regarding all aspects of their job.
 - ◆ Revised and rewrote the company's website.
- [SPRING HILL COLLEGE](#), DEPARTMENT OF LIFE-LONG LEARNING, Mobile, AL
Adjunct Spanish Instructor, May 2006 – August 2006
- [BRIDGE TRANSLATIONS, LLC](#), Mobile, AL
Proprietor, Freelance Spanish Interpreter and Translator, 2005 – Present
- [KIM TONG TRANSLATION SERVICE, INC.](#), Minneapolis, MN
Freelance Spanish Interpreter and Translator, 1996 – 2005
 - ◆ Successfully completed more than 7,000 assignments, totaling more than 7,600 hours actual face-to-face interpreting time.
 - ◆ Designed and implemented a database for accurately tracking patient, clinic and appointment information, minimizing paperwork and billing errors.
 - ◆ Assisted Spanish-speaking patients in all aspects of making appointments, registration, discharge, filling out questionnaires, etc.
 - ◆ Interpreted to facilitate communication between medical staff and Spanish-speaking patients.

- **NEIGHBORHOOD HEALTH CARE NETWORK**, St. Paul, MN
Spanish Interpreter and Translator, 1996
- **TIPS/BESTMARK**, St. Louis Park, MN
Quality Editor for Dayton's – Hudson's – Marshall Field's Account, 1996
- **BUFFALO BOB FOODS, INC.**, Minneapolis, MN
French Translator, 1996
- **UNIVERSITY OF ST. THOMAS – HISPANIC PRE-COLLEGE PROJECT**, St. Paul, MN
Administrative Assistant, 1995 – 1996
- **VALLEY VIEW MIDDLE SCHOOL**, Edina, MN
Spanish Teacher, 1994 – 1995
- **WAYZATA HIGH SCHOOL**, Wayzata, MN
Spanish Teacher, 1993 – 1994
- **NACEL CULTURAL EXCHANGES**, St. Paul, MN
Part-time Translator/Interpreter of Spanish and French, 1993
- **WAYZATA COMMUNITY CHURCH NURSERY SCHOOL**, Wayzata, MN
Assistant Nursery School Teacher, 1992 – 1993
- **WORLDWIDE TRANSLATION TRADE COMPANY**, Mobile, AL
Telephone Spanish Interpreter, 1991
- **UNIVERSITY OF SOUTH ALABAMA – LANGUAGE DEPARTMENT**, Mobile, AL
Spanish Assistant, 1986 – 1988

EDUCATION

- **UNIVERSITY OF ST. THOMAS**, St. Paul, MN
Master of International Management (M.I.M.), 1993
- **MONTEREY INSTITUTE OF INTERNATIONAL STUDIES**, Monterey, CA
Graduate courses in Translation and Interpretation of Spanish – English, 3.31 G.P.A., 1990
- **UNIVERSITY OF SOUTH ALABAMA**, Mobile, AL
Master of Education (M.Ed.) in Secondary Education. Teaching field: Spanish, 3.73 G.P.A., 1990
- **UNIVERSITY OF SOUTH ALABAMA**, Mobile, AL
Double Bachelor of Arts in Spanish and French, 3.90 G.P.A. (in language courses), 1988

STUDY ABROAD

- **LA UNIVERSIDAD COMPLUTENSE**, Madrid, Spain
Certificado internacional en lengua española, Facultad de filología, 1988 – 1989
- **UNIVERSITY OF SOUTH ALABAMA**, Mobile, AL
USA – Paris Summer Program, Paris, France, 1988
- **BOWLING GREEN STATE UNIVERSITY**, Bowling Green, OH
Summer Spanish Program, Madrid, Spain, 1987

HONORS, AWARDS, and ACTIVITIES

- **UNIVERSITY OF SOUTH ALABAMA**, Mobile, AL
Margaret Poll – Stock Language Scholarship, 1988
- **UNIVERSITY OF SOUTH ALABAMA**, Mobile, AL
USA – Paris French Scholarship, 1988
- **UNIVERSITY OF SOUTH ALABAMA**, Mobile, AL
Sigma Delta Pi (Spanish Honor Society), 1988
- **UNIVERSITY OF SOUTH ALABAMA**, Mobile, AL
Graciela Blanco Spanish Scholarship, 1987
- **UNIVERSITY OF SOUTH ALABAMA**, Mobile, AL
Outstanding French Student, 1986 – 1987
- **UNIVERSITY OF SOUTH ALABAMA**, Mobile, AL
University of South Alabama Spanish Club, President, 1986 – 1987
- **UNIVERSITY OF SOUTH ALABAMA**, Mobile, AL
Outstanding Spanish Student, 1983 – 1987

INTERPRETER
TRAINING and TESTING

- **ALABAMA FOREIGN LANGUAGE COURT INTERPRETER PROGRAM**, Montgomery, AL
Passing score of 95% on Alabama Foreign Language Court Interpreter Written Test, August 13, 2010
- **UPPER MIDWEST TRANSLATORS AND INTERPRETERS ASSOCIATION (UMTIA)**, Minnesota
UMTIA – HCMC Conference (Caring for the Limited English Proficient (LEP) Patient), June 15 – 16, 2007
- **UNIVERSITY OF MINNESOTA INTERPRETER TRAINING PROGRAM**, Minneapolis, MN
Completed eight hours of U–Care interpreter training, October 30, 1999
- **CHILDREN’S HOSPITALS AND CLINICS**, Minneapolis, MN
Completed the Medical Terminology Course consisting of six one – hour sessions, October 22, 1999
- **MINNESOTA COURT INTERPRETER PROGRAM**, St. Paul, MN
Orientation program of training for court interpreters, December 1, 1998
- **MINNESOTA COURT INTERPRETER PROGRAM**, St. Paul, MN
Passing score of 25/25 on written Minnesota Court Interpreter Ethics Test, December 1, 1998
- **MINNESOTA COURT INTERPRETER PROGRAM**, St. Paul, MN
Signed written affidavit on file with State Court Administrator agreeing to be bound by the Code of Professional Responsibility for Court Interpreters, December 1, 1998

COMPUTER SKILLS

- **FILEMAKER PRO** (database creation and management)
- **MICROSOFT EXCEL** (spreadsheets)
- **MICROSOFT FRONTPAGE** (web site creation)
- **MICROSOFT WORD** (word processing)
- **MICROSOFT POWERPOINT** (presentations)
- **QUICKEN** (financial management)
- **ROXIO VIDEOWAVE** (digital video production)
- **ULEAD DVD MOVIE FACTORY** (DVD authoring)

AVAILABLE UPON REQUEST

- REFERENCES, SAMPLE TRANSLATIONS AND COMMENTS FROM SATISFIED CLIENTS