

## Résumé

### Background



Vanessa C. Wagenknecht

Professional Freelance Translator, and Simultaneous and Consecutive Interpreter with 13 years of experience in the fields of Law, Government, Education, Engineering and technology, Information Technology (Computers), Business, Economics, Banking and Finance, Medicine, among others.

**ATA Certification** for Translations from English into Spanish.

**Federally Certified Court Interpreter**, experience in federal court.

**State Qualified Court Interpreter**, experience in trials, depositions, mediations.

A reliable professional known for 100% on time delivery of accurate, highly professional translations. Member of the American Translators Association.

### Experience

Information regarding the experience obtained as translator and interpreter follows:



Date	Experience
2000 to date Orlando, FL	<b>Freelance certified translator and conference interpreter.</b> ATA Certified Translator from English into Spanish (2005) Federally Certified Court Interpreter. Depositions, Hearings, Trials, Mediations, Simultaneous Conference, Medical Examinations, Tape Transcription, etc.
2001 to 02/2004 Lakeland, FL	<b>Publix Super Markets Inc., Orlando, Florida.</b> Part-time in-house Translator working for the Human Resources Department of Education and Training Development. Responsible for translating Human Resources, business, and legal documentation, as well as training manuals into Spanish for use by Spanish-speaking Associates.
1994 to 2000 Lima, Peru	<b>Certified Translator and Simultaneous Interpreter</b> Full time Spanish – English <b>certified translator</b> appointed by the Ministry of Foreign Affairs of Peru. (See <i>Translation Expertise</i> on page 2)  Spanish – English <b>Interpreter</b> having interpreted repeatedly for the United Nations, ILO, WHO, PAHO, OAS, IDB, etc., government officials, diplomats, and for large corporations (IBM, Compaq, Alcatel, BellSouth, Motorola) as well as for entities such as the Ministry of Justice of Peru, Ministry of Energy and Mines, US Embassy of Peru, Canadian Embassy.
1994 to 1995 Lima, Peru	<b>Linguae S.A.</b> Owner and Certified Translator and Interpreter. Mainly translating legal documents and interpreting topics of information technology
1993 Lima, Peru	<b>Serproadsa</b> Translator and Interpreter, mainly translating legal documents (e.g. contracts, bids, laws, etc.).

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## Résumé, Continued

### Translation expertise

Below is a list of the specialized areas and document types regularly translated.

Field	Types of documents
Legal, law enforcement	Contracts, agreements, bid proposals, court files and records, expert reports, laws, legal certificates, documents for immigrations.
Business	Contracts, bid proposals, insurance policies, health benefits documents, deeds of incorporation, regulations, financial statements, human resources documentation, business plans.
Information Technology	User manuals, e-learning courses, software, applications.
Technical	Equipment specs, user manuals, engineering.
Medical	Medical equipment, certificates, expert reports/testimony, research studies.

### Recent translation projects

Following are some examples of recent large scope translation projects completed as contractor.

Company	Date	Description
FDC Editorial	01/06	Translation from English into Spanish of Elementary Education Religion Handout 6 (Third Set): Sacrament of Reconciliation. (9,978 words)
	2005	<ul style="list-style-type: none"><li>• Translation from English into Spanish of the teacher's edition of the 5<sup>th</sup> grade <i>We Believe Catechist Guide</i> for the 5<sup>th</sup> grade (70,750 words).</li><li>• Taks Test Preparation Practice Art Course 5<sup>th</sup> Grade (14,000 words).</li><li>• Art History and Culture Program Study Book for the 1<sup>st</sup>, 3<sup>rd</sup>, 4<sup>th</sup> and 5<sup>th</sup> grades (40,824 words)</li></ul>
Kramer Translation	01/06	Edit from English into Spanish of Subcontract Bidding Documents between Westat and Fundación San Marcos (22,577 words)
Publix Super Markets, Inc.	01/06	Translation from English into Spanish of Employee Benefits Handbook and the following Retail Training Material. <ul style="list-style-type: none"><li>• <i>Guide to Customer Service</i> (63,254 words).</li><li>• <i>Guide to Accounting</i> (87,636 words)</li></ul>
	2005	<ul style="list-style-type: none"><li>• English-Spanish Translation of the following Retail Training Material.<ul style="list-style-type: none"><li>• <i>Country of Origin Labeling Training &amp; Ref. Guide</i> (8,500 words).</li><li>• <i>Produce Reference &amp; Procedures Guide</i> (42,000 words)</li><li>• <i>Grocery Reference &amp; Procedures Guide</i> (100,619 words)</li><li>• <i>Cashier Training Workbook</i> (26,688 words).</li></ul></li><li>• Translation and Subtitling of <i>The Difference</i> video (6,940 words).</li><li>• Translation of the associate's 2005 <i>Benefit Brief</i> (5,000 words).</li><li>• Spanish translation and voice over of Computer Based Training "Fundamentals of Ordering" for Retail Associates.</li></ul>

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# Resume, Continued

## Recognitions

The recognitions obtained as translator and interpreter follow.

Date	Recognitions
2005 to date	<b>Federally Certified Court Interpreter</b> , Spanish - English
2005 to date	<b>ATA Certification</b> for translations from English into Spanish.
2001 to date	<b>Qualified Court Interpreter</b> , English-Spanish, Florida, State Court Interpreter Consortium.
1993 to date	<b>Title as Certified Translator</b> , Registration N°10 (Spanish - English) granted by the Ministry of Foreign Affairs of Lima, Peru, Decree Law N°021/RE-21-09-92, Ministerial Resolution N°0890/RE-93.

## Skills

These are the skills obtained through professional experience.

Skill	Description
Languages	<b>Native language:</b> Spanish (Castilian) Fully fluent in English. Advanced knowledge of French and Italian.
Computers	Microsoft products, Adobe Acrobat.
Translation Memories	SDLX SDL Trados 2006 Freelance
General	<ul style="list-style-type: none"><li>• Advanced editing of English and Spanish documents.</li><li>• Comparative understanding of the Common Law and Civil (Roman) Law.</li><li>• Technical and Structured Writing.</li><li>• Development of Training Material.</li></ul>

## Education and degree

The school and university attended as well as the degree obtained follow.

Date	Educational Institution and Degree
1975 – 1987	<b>Elementary and High School</b> Colegio F.D. Roosevelt, The American School of Lima
1988 – 1992	<b>University of the Sacred Heart</b> , Lima-Peru, School of Communication Sciences, Translation and Interpretation. <b>Degree obtained:</b> Bachelor in Translation and Interpretation, English, Spanish, French
1990	<b>University of Lima</b> , Lima-Peru. Legal English (Comparative Analysis of the Common Law and Roman Law)

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## Resume, Continued

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### References

**Diana Diaz**, Mendoza Group (727) 527-3440

**Hernan Navas**, Court Certified Interpreter/Translator (206) 909-1827,  
email: h.navas@attbi.com

**Adam Berger**, Managing Director at Citigroup: (212) 816-2266.

More references available upon request.

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### Contact Information

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# Experience in Simultaneous Interpretation

## Events and topics of simultaneous interpretation experience

This is a list of some of the conferences I have participated in over the years as simultaneous interpreter as well as their subject matters. The intent of this list is to provide an insight as to the type of work I have experience in.

Company/Organization	Subject
Maui Jim (San Diego, CA 01/2007)	Sales Meeting, Technical Rx Conference
2 <sup>nd</sup> Ibero Pan American Congress of Periodontics (Puerto Rico 12/2006)	Regeerative Periodontal Surgery, Dental Implantology
Citibank (11/2006)	Webcast Simultaneous Conference on 2006 Financial Review
World Safety Council (San Diego, CA 11/2006)	Occupational Safety
Sally Mae (11/2006, Orlando, FL)	Paying for College Workshop
Ritz Carlton (10/2006, Orlando, FL)	All Staff HR Meeting
Merck (09/2006, 10/2006, 12/2006)	Webcast Simultaneous Conference – 2006 International Staff Meeting
IECSS (10/2006)	International Aesthetics Conference
Nike (09/2006, Orlando, FL)	Training Event
12 <sup>th</sup> International Symposium on Victimology (08/2006, Orlando, FL)	Victim Services and Legislation
Disney World Institute (06/2006)	Leadership, Disney Style
Georgetown University (07/2006)	Conference on Child Development
Ritz Carlton (06/2006, Orlando, FL)	Staff Meetings
FE Fanuc Automation (05/2006)	Mining Engineering
Abbott Laboratories (05/2006, Orlando, FL)	Durability, Efficacy and Simplicity: A delicate balance – Medication trends for HIV patients – Symposium
Arbonne International (04/2006, St. Louis, MI)	Journey to the top National Training Celebration 2006 – Direct Marketing
Mentor (04/2006, Orlando, FL)	Medical Devices Global Sales Meeting FY07
Coverings (04/2006, Orlando, FL)	Flooring Solutions 2006 Conference
Sungard (04/2006, Orlando, FL)	Educational Institution Software – Latin American and Caribbean Region Summit
Tupperware (03/2006, Orlando)	New Director Training
World of Asphalt Show and Conference (03/2006, Orlando)	Paving techniques
Citifinancial (03/2006, Orlando)	Leaders of Distinction 2006 Conference
Rotary International (02/2006, San Diego, CA)	Training Leadership Program

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# Experience in Simultaneous Interpretation, *Continued*

Events and topics of simultaneous interpretation experience, cont.

Company/Organization	Subject
Smith & Nephew (02/2006, Orlando, FL)	Wound Management Global Sales Conference 2006
Iron Mountain (02/2006, Orlando, FL)	Sales Meeting – Document management
Gases and Industrial Products – BOC Groups (01/2006, Orlando, FL)	Strategy and Restructuring; Safety, HR and Code of Conduct; Initiatives.
National Retail Federation (01/2006, New York, NY)	Retail Conference and exhibition
Maui Jim Sunglasses (01/2006, Peoria, IL)	Marketing/Sales Meeting
Terminal Operating Conference of the Americas - Ports and Shipping (12/2005, Savannah, GA)	Shipping Ports and Terminals Conference
Tupperware (11/2005, Dallas, TX)	Leadership Summit Conference
Tupperware (08/2005, 10/2005, Orlando, FL)	New Director's Training Conference
World Safety Council and National Safety Council (09/2005, Orlando, FL)	XVIII World Congress on Safety and Health at Work
Hyland Software (08/2005, Orlando, FL)	On Base Software Conference 2005
Rotary International (06/2005, Chicago, IL)	Rotary International 2005 Centennial Convention
Domino's Pizza (06/2005, Orlando, FL)	Time is Money World Wide Rally 2005
Bridgestone/Firestone (05/2005, Punta Cana, Dominican Republic)	Latin American Conference "Unidos por una misma Filosofía"
National Head Start Association, (05/2005, Orlando, FL)	Head Start: The Nation's Pride 32 <sup>nd</sup> Annual Training Conference
Chiron (05/2005, Orlando, FL)	Medical/Pharmaceutical Conference
Merck (05/2005, Orlando, FL)	Erbitux Cancer Drug Training Conference
Coverings (05/2005, Orlando, FL)	Flooring solutions 2005 Conference
AES (04/2005, Orlando, FL)	Asset Management Working Group and Work Management Working Group Meetings
AES (04/2005, Orlando, FL)	2 <sup>nd</sup> IU Generation Working Group "Templates for Best Practices and Key Challenges Discussion"
Autodesk (04/2005, Orlando, FL)	Autodesk Software Boot Camp FY06 Training Conference
Yum Brands (04/2005, Orlando, FL)	Award Ceremony
Novartis (03/2005, Orlando, FL)	Animal Health Global Summit 2005 Pharmaceutical Product Conference

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# Experience in Simultaneous Interpretation, *Continued*

Events and topics of simultaneous interpretation experience, cont.

Company/Organization	Subject
Remax (03/2005, Orlando, FL)	Making your Dreams a Reality 2005 Re/Max International Convention
Cannon (02/2005, Orlando, FL)	Technical Conference – New Product Introduction and Marketing
Kodak (02/2005, Orlando, FL)	PMA Award Ceremony for Latin American partners
Michelin Tires (02/2005, Nassau, Bahamas)	Marketing/Sales Meeting for dealers
Creative Memories (02/2005, Orlando, FL)	2005 Orlando Regional Convention, Product/Sales Conference
Maui Jim Sunglasses (01/2005, Naples, FL)	Marketing/Sales Meeting
USDA (12/2004, Miami, FL)	SPS Market Access Pathways for Foods and Agricultural Products
The American Academy of Periodontology (11/2004, Orlando, FL)	Business Board Meeting
AITAL Latin American Airline Leaders Forum (11/2004, Miami, FL)	The premier aviation event for Latin America – Aviation and Business
Exxon-Mobile (10/2004, Orlando FL)	Marketing Meeting
Marbo, Inc. (09/2004, Orlando, FL)	Andean Region, Central America, and Caribbean Marketing Meeting.
Home Depot (08/2004, Orlando, FL)	25 <sup>th</sup> year anniversary conference
Avon (2003, 2004, CN, NJ, FL)	Product presentation, Home for the Holidays.
National Retail Federation (06/2004 Orlando, FL); (01/2005 New York, NY)	Loss Prevention Conference & Exhibition
Hewlett Packard (05/2004, Orlando, FL)	Government Leader's Council (GLC) Meeting
Freightliner LLC (03/2004, Orlando, FL)	2004 Freightliner LLC Global Parts and Service Conference
Iron Mountain (02/2004, Orlando, FL)	The Power of Information Conference on document storage and management
Excelebrate, Orlando, FL	Telecommunications multilevel marketing conference
Image Wear Expo, Orlando, FL	Lectures on embroidery, high definition printing, and digitizing letters
Produce Marketing Association, Orlando, FL	Marketing trends per category in the produce industry

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## Experience in Simultaneous Interpretation, *Continued*

Events and topics of simultaneous interpretation experience, cont.

Company/Organization	Subject
Hyland Software, Orlando, FL (2003, 2004)	Software User Conference regarding general business presentations and product sessions
IBM Global Financial Services Forum and Global Insurance Executive Conference (09/2004, San Francisco, CA)	Conference on Solutions for the Financial and Insurance Industries
TSI Solutions, Orlando, FL	Cellular Telephony Solutions Conference
Buena Vista Home Entertainment International, Orlando, FL	Product Presentation Conference
United States Marshal Service, Alexandria, LA	Training Course
Aquaculture America 2003, Louisville, KY	New Frontiers in Aquaculture Conference
Organization of American States, Orlando, FL (2003, 2004)	PCC II World Radiocommunications Conference CITEL
Johnson Controls, Orlando, FL (2002, 2003)	Yearly supplier performance and leadership awards conferences
AMDOCS	Software
MOTOROLA	Conference on Security
COM S.A.	Identicator Technology - Security (fingerprints)
PROMPEX	International Seminar of the Textile Industry – Apparel
ESAN	APEC and the Peruvian State Seminar
EBEL	Corporate Processes Optimization Project
IBM	Seminar in a Box: NT Suites, Sale of Solutions, Sales Force and Human Resources
PROMPERU	International Conference – At the threshold of the Millennium – Culture, Ecology, Gender and Violence
MITSUI	Course on radio and telecommunications
Digital - Compaq	Digital Product Training
IBM	Common Peru – Information Technology, e-business, e-commerce
San Martin University	Common University – Information Technology, AS/400, Windows NT Platform

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## Experience in Simultaneous Interpretation, *Continued*

Events and topics of simultaneous interpretation experience, cont.

Company/Organization	Subject
Deontologists Association of Peru	XX National Congress and XLVII Annual Conference of the Peruvian Society of Dental Prosthesis and Maxillo Facial processes
SEMINARIUM – University of Berkeley	Marketing Specialization Program
OAS - CICAD - CEDRO	International Conference – Global Initiatives for the Reduction of the Drug Demand in the Americas and Asia.
USIS – Embassy of the United States	ALCA 2005: Technology, Strategic Alliances and Competitiveness in the Americas.
SNI National Society of Industries	1998 Quality Award Ceremony
Veterinarian Association of Peru	I International Simposium on Aviar Coccidiosis
IBM	ERP, Advanced RS/6000 Sales Workshop, Lotus Domino and e-business
GRADE	Mining and Sustainable Development in the Americas
PHILIPS	Interior Lighting International Seminar
UPC – American Management Association	Distribution Channel Management
AIC	Peru Resource Summit – Mining, Petroleum, Energy
Schering plough	Use of toremifene in the treatment of breast cancer
EXPOFRANCHISE	Second International Seminar of Franchising
FIPA-AGRITERRA	Development Alternatives for farmer communities in Latin America and the Caribbean
ARTHUR ANDERSEN	Corporate Change
INDECOPI	Creating a Market Economy
Embassy of Canada	Conference for the Development of the Camisea Natural Gas Project
Clínica San Pablo	International Course of Magnetic Resonance in Cardiology
USIS – Embassy of the United States	Education for Democracy
SAGA Department Stores	Effective Acquisition Strategies

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## Experience in Simultaneous Interpretation, *Continued*

Events and topics of simultaneous interpretation experience, cont.

Company/Organization	Subject
IPAE – Peruvian Institute of Business Administration	National Management Congress – Leadership and Integrity
EURO RSCG	3rd Latin American Convention on Advertising
IBM	Competition Analysis
ICPNA	International Seminar of Librarians
University of the Pacific	2nd Meeting of the Latin American and Caribbean Network of the Asian Pacific Study Center
USIS – Embassy of the United States	Citizen Security
Embassy of Finland	Peru – Finland Business Forum
BJ Services	Unconsolidated Completion Techniques, Petroleum
INDECOPI - SNI	3rd Andean Forum – Quality Management
Peruvian Society of Orthopedics and Traumatology	XXIX Congress of Orthopedics and Traumatology
IBM	E-business networks
Superintendancy of Banking and Insurance	Post – graduate Course / Banking Inspection – Federal Reserve of the United States
UPC – American Management Association	Acquisition strategies management
Montana S.A.	Planning
CTTP	18° Valuation Pan American Congress
Proshow	XXVI Inter American Congress on Sanitary and Environmental Engineering
Peruvian Association of Internal Medicine	24th International Congress of Internal Medicine
CLAB	XVII Latin American Congress on Banking Automation
Embassy of Canada	Linking Peruvian Native Community Organizations with Canadian Aboriginal Organizations
Schlafhorst AG & Co.	The Autoconer 338 “A package for profit”
Health Sector Reform Initiative	Regional Forum on Provider Payment Systems
Luz del Sur	Shareholders Meeting and Board of Directors

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## Experience in Simultaneous Interpretation, *Continued*

Events and topics of simultaneous interpretation experience, cont.

Company/Organization	Subject
Digital - Compaq	Alphaserver
Top Sport International	The World of Fitness
CIUP – APEC	Asia Pacific Studies University
ENERSUR	Electricity
SEMINARIUM – University of Berkeley	Team Building – Leadership and Team Abilities – Solution of Problems and Group Dynamics
PROMUDEH	IV American Ministerial Meeting on Childhood and social Policy
University of Lima	ABC Costing: Managerial Strategy Tool for Decision Making
CONASEV	Regulations
USIS Embassy of the United States – ICAO - Corpac	Airport Security Regulations
Ministry of Energy and Mines – CIDA (Canadian International Development Agency	Indigenous Communities and the Environment
Superintendancy of banking and insurance	Post graduate course on inspection
NRI - Natural Resources & Ethical Trade	Planning Workshop of Ethical Trade
Ministry of Energy and Mines – CIDA (Canadian International Development Agency	Indigenous communities and the environment
Seminarium – University of Berkeley	Evaluation of Unemployment and Compensation Strategies
El Comercio	Presentation of Software for the elaboration of advertisements – DASH – Display Ad System by Harris
Lima Chamber of Commerce – Embassy of Korea	Peru – Korea – 1st Economic, Commercial and Industrial Cooperation Meeting
Congress of the Republic – Commission of Science and Technology	Mathematics: Asymptotic Morphisms and the Index Theory of Elliptic Operators
Telefónica del Perú – Seminarium – University of Berkeley	Client Equity
Embassy of the United States	Vídeo Conference – Information Technology Problem for Y2K
Contacto Empresarial	Religious Matrimony – San Pedro Church

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# Experience in Simultaneous Interpretation, *Continued*

Events and topics of simultaneous interpretation experience, cont.

Company/Organization	Subject
Montana	Tasting Techniques
Common University – University of San Martin de Porres	III Annual University Conference on Information Technology
Oracle	Logistics Software for the Armed Forces
Digital - Compac	Introduction of Software Products
Ministry of Transportation	Integral Evaluation of Transportation Projects: Private, Social and Distribution Analysis
Digital - Compaq	ALPHA day, Computing Strategies and Solutions for a More competitive world
Seminarium - University of Berkeley	Advanced Negotiations Program
Ferchale & Associates	Integral Protection of Power Generators and Transformers
DESCO	Foreign Debt, Global solidarity
Congress of the Republic	Experiences in the Privatization Process
Coca Cola	ISSCOM Andean Division Workshop
Embassy of the United States	International Meeting of Experts for the Role of Small and Micro Businesses in Peru
CEDEP	Conference on the Conditions of the World Bank and IMF.
Telefónica del Perú	Pre-pay software system
United Nations	Illegal Traffic of Small Weapons, The Problematics of Latin America and the Caribbean
Booz-Allen & Hamilton	Cooperation and Competition in the Relationship with Providers
Embassy of the United States	Security
Graña y Montero	Mounting of an Oxygen Plant
S.W.I.F.T.	IV Latin American Conference for SWIFT, Elud IV and Expoelus 99 users
CPAL	IV Congress of the Americas on Reading and Writing
Coca Cola	Board of Directors Meeting
Inter American Port Commission – OAS – ENAPU S.A.	Port Reforms for the 21 <sup>st</sup> Century
Norbank – Bco. Wiese	The Future of Advise
ADEX	Exports in the new context of globalization

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## Experience in Simultaneous Interpretation, *Continued*

Events and topics of simultaneous interpretation experience, cont.

Company/Organization	Subject
Seminarium – University of Berkeley	Strategic Cost Administration
Norbank	Customer Attrition
Seminarium – University of Berkeley	Train the trainer
IBM	RS/6000
PROMPERU	Marca Peru - “branding for tourism”
Ministry of Energy and Mines – CIDA (Canadian International Development Agency)	Workshop on the Natural Gas Industry
SIDEA	Peace in Ireland
Quimica Suiza S.A. - Leica Geosystems	Dozer 2000 – The Next Evolution in Machine Guidance Technology
ILO – International Labor Organization	III Regional Congress of the Americas – Work Relations in the 21st Century
National University of Engineering	Course of 2nd specialization in Natural Gas
SEMINARIUM – University of Berkeley	Successful Sales Strategies
IBM	Security
Computer Associates	Inauguration of Offices
IBM	Java
Kola Real	Bottle Cleaning Machines
ATM Tech	e-security
Lucent Technologies	Global Bandwidth – Bandwidth competitive advantages
Mujeres & hombres	Women and Men in the 21st century
Digital - Compaq	Product Introduction
Lakefield – Peruvian Mining Society	Acid Generation tests
University of Engineering	2nd specialization course on natural gas development
Páginas Amarillas – Seminarium – University of Berkeley	Marketing Course
Cosapisoft	e-security
Embassy of the United States	Video-conference: Law of Access to Information in the United States of America

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## Experience in Simultaneous Interpretation, *Continued*

Events and topics of simultaneous interpretation experience, cont.

Company/Organization	Subject
UNO – OAS – CICAD	Seminar on the model regulations for the control of international traffic of fire arms and ammunition
Embassy of the United States	Regulation and Supervision of Securities Companies
United Nations	Disarmament and Security: The New Agenda for Latin America and the Caribbean for the next millennium
Cisco	Applications
Norbank	Bank administration strategies
University of the Pacific	Latin America: The road after the crisis
Superintendancy of Banking and Insurance – University of the Pacific	III Extension Program on finances, Banking, Insurance and Supervision
SAP	Mining Solutions
Superintendancy of Banking and Insurance	Experiences on the Regulation of Banking and Insurance in Canada
The Freedom Forum	Press, power and politics – Latin America – Forum for Latin American Communication Media
IBM	IBM Solutions
LATS – Latin American Telecommunication Summit	Latin American Telecommunications Summit
IBM – Lotus	Lotus solutions for knowledge management
Seminarium – University of Berkeley	E-business congress
Alcatel	Characteristics of the new Optical Nodes and products
National Society of Mining	The role of the owner in the development of profitable mining projects
Superintendancy of Banking and Insurance – University of the Pacific	III Program of Finances, Banking, Insurance and Supervisions
Cyberspace security seminar	Strategies for safe e-commerce
IBM	e-commerce
Primer Congreso Mundial de la Academia Internacional de Odontologia Integral	Congress of Deontology

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## Experience in Simultaneous Interpretation, *Continued*

Events and topics of simultaneous interpretation experience, cont.

Company/Organization	Subject
Seminarium – University of Berkeley	Advanced Negotiations Course
Páginas Amarillas	Sales Course
ILO – International Labor Organization	Training for new accounting system
Federal Express	Leadership “Global Service Participants Management Training Course”
ICOM International Council of Museums	Museums, Heritage and Cultural Tourism
Embassy of the United States	Videoconference: “The fight against Family Violence: Achievements and Expectations”
University of the Pacific	APEC – recent challenges and future options
SEDAPAL	Biodiversity, a challenge for the new millennium – Lines of Action for the future in the Management of Wild Animals in Captivity
Association of Supervisors of Banks of America / Superintendancy of Banking and Insurance	Regional Course on Superintendancy of Banking and Financial Entities
IPAE (Peruvian Institute of Business Administration)	Strategies to tend to the needs of disabled students in common classrooms
ATM Technologies – ID Certify	Certifying Authority: Infrastructure to profitably increase e-commerce
IBM	e-business
INTELSAT	Informative Session on Rural Telephony and Broad Band Applications.
GMD – Compaq	Sales Strategies
Seminarium – University of Berkley	Course for Entrepreneurs: Market Research
NORBANK	Information on Bank tendencies for members
ATM Technologies	1 <sup>st</sup> International Symposium on a National Licensing Program for Digital Signature Certifying Authorities
IBM	Technical Presentation on Linux - Domino
OAS – Citel (Inter-American Telecommunication Commission)	XIII Meeting of the Permanent Consultative Committee I: Public Telecommunications Services