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LANGUAGES/SPECIALIZATIONS

- **SPANISH < > ENGLISH**
- **PORTUGUESE < > ENGLISH**
- **SPANISH < > PORTUGUESE**
- **Consumer Goods:** manuals, review, marketing/advertising, etc.
- **Banking/Finance:** investments, loans, credit/debit, collections, disclosures, etc.
- **Construction/Engineering:** technical specifications (plans, measurements, materials, etc.), protocols, QA, etc.
- **Medicine/Biotechnology:** journal/periodical articles, reports, presentations, manuals, disclosures, proposals, conferences, etc.
- **Business/Marketing:** advertising, website design/localization, market analysis, consultation, etc.
- **Education:** training material (software, literature, audio/visual media), tutoring, etc.

QUALIFICATIONS

- **10+ years** of translation, interpretation, and editing experience
- **Native** Spanish speaker per MSDW Spanish Language Certification (11 out of 12 on proficiency scale)
- **Fluent** in Portuguese language
- **Proficient** in Arabic language
- **Lived Abroad** in Central America for two years (1998-2000), teaching intensive Spanish and English language courses
- **Spent three months** (2006) in the Middle East studying Arabic, resulting in language proficiency and greater cultural awareness
- **Effectively Negotiated** and established translation and advertising contracts while accurately translating, interpreting, and editing a wide variety of material in both technical and non-technical fields (*English, Spanish, Portuguese*)
- **Successfully Created** foreign language teams to allow companies to manage their own foreign language needs in-house
- **Founded** a foreign language service to provide accurate translations and effective marketing and advertising material to both domestic and international clients
- **Trained** employees in several capacities, including foreign language, customer relations, and management positions
- **Tutored** students in Spanish business courses, assisting native English and Spanish students to gain a cross-cultural understanding of the international business community (*University of Utah*)
- **Acquired** certification from the American Translators Association (ATA) (*Spanish, Portuguese - 2004*)
- **Outstanding** ability to multitask; able to manage/complete several projects at once with no loss of quality, even under tight deadlines
- **Exceptional** communication skills and ability to work well as part of a team, as well as alone
- **Extensive experience** with many software programs on various platforms (IBM, Mac, Linux), including office suites, Computer Aided Translation (CAT), Desktop Publishing (DTP), logistics, graphic design, Internet, etc.

PROFESSIONAL EXPERIENCE

OPERATIONS MANAGER FOR EASTERN DISTRIBUTION

Pro Star Fulfillment

Salt Lake City, UT / (2006-Present)
Southaven, MS

- As a Corporate Account Executive, managed the distribution and fulfillment of eight companies simultaneously, while directing a team of up to 15 individuals with varying ethnic backgrounds and linguistic needs

- After only 9 months of employment, was promoted to Operations Manager for Eastern Distribution and moved to Southaven, MS to set up a distribution center for the Eastern US. This included establishing the center (local business licensing, arranging for phone/data lines, acquiring office/warehouse equipment, hiring personnel, etc.), as well as managing all companies for which fulfillment was performed. Also managed 20+ employees with varying ethnic backgrounds and linguistic needs
- Created Standard Operating Procedures, User Guides, and Training Material in order to more effectively capacitate employees, and translated these materials into Spanish

RECREATION SPECIALIST

Murray City Parks and Recreation Murray, UT (2005-Present)

- Organized adult volleyball leagues for men and women, as well as leagues and clinics for youth. This included officiating, site supervising, and instructing youth and adults of all ages and levels of ability, including Spanish and Portuguese speaking individuals
- Organized large summer youth camps and activities, including hiring/terminating employees, monitoring daily employee performance, handling sensitive issues with kids/parents, planning daily art, craft, and athletic activities on-site, arranging for guest appearances from various organizations, and planning excursions for youth to various sites. This also involved regular interaction in Spanish and Portuguese.

OWNER, PRESIDENT

Janus Global Communications Group Sandy, UT (2005-Present)

- Translated and interpreted a wide range of sensitive, confidential, and highly-technical information and material, and contracted projects that fell outside areas or languages of expertise to qualified translators; included verifying that all translators were properly certified and proofing completed projects before final delivery
- Established long- and short-term language service contracts with domestic and international clients

CLIENT SUPPORT SPECIALIST FOR INTERNATIONAL OPERATIONS

Sorenson Genomics, LLC Salt Lake City, UT (2002-2005)

- Arranged legal DNA verification cases for both foreign and domestic legal and governmental entities, including collection and testing of individuals (foreign and domestic), for biological relationship and forensic verification testing
- Translated, transcribed, and interpreted reports, websites, marketing material presentations, proposals, meetings, tours, etc.

SENIOR ACCOUNT SPECIALIST FOR SPANISH OPERATIONS

Discover Financial Services, Inc. West Valley City, UT (2000-2002)

- Created Spanish Language Teams for both Client Support and Specialist Divisions
- Resolved complex financial issues for clients, including investments, account re-pricing, balance transfers, dispute initiation, security calls, account retention, disclosures, etc.
- Provided insight and consulting for marketing and advertising in Latin-American markets
- Aided collections departments in locating and contacting customers
- Translated verbiage for customer service representatives, as well as disclosures and notices for clients

EDUCATION

BA – POLITICAL SCIENCE (INTERNATIONAL RELATIONS EMPHASIS)

BA – INTERNATIONAL STUDIES (MIDDLE EAST EMPHASIS)

BA – MIDDLE EASTERN STUDIES (ARABIC)

University of Utah Salt Lake City, UT (2003-2006)

POLITICAL SCIENCE

Salt Lake Community College Taylorsville, UT (2001-2002)