

Haytham Boles

Arabic/Chaldean (Medical) Translator/Interpreter with an MA in Translation

Career Summary

Professional Arabic/Chaldean Interpreter with over four years of experience in interpreting and translating English<>Arabic and interpreting English<>Chaldean. I have extensive experience with translating health-related documents, educational material, contracts, birth/death/divorce certificates, diplomas, power of attorney forms, depositions/sworn statements, and many others. My interpreting experience covers immigration-related meetings, doctors' visits, cultural orientations, health-related presentations, social security and welfare interviews, depositions at insurance offices, and labor-related cases.

- Excellent command of English, Arabic, and Chaldean which enables me to effectively communicate the technical terminology in the target language and to provide superior services.
- Focused on delivering quality translation/interpretation that contributes to the bottom line of the language companies.
- Attention to details, such as who would be reading the target document, their level of education, and in which country the translation is needed.
- Demonstrate interpersonal communication skills and ability to work with interdisciplinary teams and people from diverse backgrounds and cultures.
- Previous training in medical interpreting; took two medical interpreting courses.
- Knowledge of anatomy, major body systems, and medical terminology in Arabic, Chaldean, and English.
- Familiar with several Arabic dialects, such as Egyptian, Syrian, Lebanese, Gulf Arabic.
- In-depth knowledge of the Limited English Proficient (LEP) individual's culture and that of the American (health) system which qualifies me to serve as a cultural liaison between providers and clients clarifying the subtle cultural nuances that can often play an important role during an appointment.
- Proven ability to quickly detect and resolve possible conflicts due to cultural differences that often arise in the clinical setting and at the same time remain aware of professional roles and boundaries, while adhering to the interpreter's code of ethics.

Professional Experience

Arabic/Chaldean Interpreter (Independent Contractor)–Pacific Interpreters, Inc., Portland, OR, June, 2013 – Present

- Provided over-the-phone interpretation to patients, their families, and healthcare providers in various clinical settings including, but not limited to, surgeries, and visits to specialists, in the most compassionate, professional, and culturally sensitive manner.
- Handled calls from different institutions, such as hospitals, social services agencies, banks, and insurance companies.
- When needed, provided vital cultural education to the provider with regard to culturally sensitive information and issues, while at the same time educated the LEP client/family about the

American health system. This builds trust and a better working relationship between them and produces more satisfying outcomes.

Arabic/Chaldean Healthcare Interpreter–International Rescue Committee, San Diego, CA,
March, 2012 – October, 2013

- Provided interpretation for refugee clients at hospitals, clinics, and doctors' offices. Drove clients to healthcare appointments. Maintained regular communication while carrying out administrative and reporting tasks related to client healthcare appointments.
- Ensured that LEP patients received superior healthcare services and made the provider's job easier and more productive by solving any complex cultural and linguistic problems that arose in the medical setting.
- Assisted clients in completing necessary forms, histories, and other documents.
- Provided sight translation into the target language of complex documents including, but not limited to patient discharge instructions and pre-surgery instructions if required by our clients.
- Made a lasting contribution to the IRC Health Program.

Translator/Interpreter (Independent Contractor)–Catholic Charities, and Language Translation, Inc. San Diego, CA, March, 2010 – 2011

- Arabic<>English translator of a wide variety of documents including certificates, identity cards, letters to refugees, and several other documents.
- Interpreted for refugee families at cultural orientations, welfare and doctor appointments (Catholic Charities only).
- Recognized for expertise in translation where nuance was important.
- "Strong attention to detail, good working relationship," Mike Nelson Iti, Office Manager, Language Translation, Inc.

Volunteer Interpreter–Cuyamaca Community College, El Cajon, CA, February, 2010 – March, 2010

- Interpreted College orientation instructions from English into Arabic and assisted students in understanding registration procedures and the fitness center policies.

Assistant Lecturer–University of Mosul/College of Arts, Mosul, Iraq, December, 2005 – September, 2007

- Taught translation of scientific and literary texts for third year students. Supervised fourth year student research papers.
- Received excellent student and department head reviews

Computer and Language Skills

Word, Excel, PowerPoint

Fluent in English, Arabic, and Chaldean

Taught Arabic at Language World USA at San Diego, CA

Membership and Professional Associations

American Translators Association (ATA)

California Healthcare Interpreting Association (CHIA)

International Medical Interpreters Association (IMIA)

Proz.com/Translator/1234438

Credentials and Professional Development

Medical Terminology Class, Grossmont Community College, El Cajon, CA, Certificate of completion expected December 2013

MA in Translation – University of Mosul, Mosul, Iraq ▪ 2001

BA in Translation – University of Mosul, Mosul, Iraq ▪ 1998
30-Hour Healthcare Interpreting Training Course II, Grossmont Healthcare Occupations Center, 2013
48-Hour Healthcare Interpreting Training Course, Grossmont Healthcare Occupations Center, Santee, 2012
Interpreter Training Workshop, Catholic Charities Diocese of San Diego, 2011

Publications

Overcoming Cultural Conflicts in Health Care Interpreting, The ATA Chronicle, November/December 2013: 17-21.

References

Available upon request.