

HEATHER WORRELL

(303) 325-7885 | heather@spreadtheworlds.com

Member of the American Translators Association and Colorado Association of Professional Interpreters



OBJECTIVE: Freelance Spanish <-> English translation and interpretation assignments for companies in the medical, finance, business, insurance and legal industries. Using well-developed skills in the areas of project completion, quality assurance and communication, demonstrated by twelve years of profitable customer service management in the law, business, insurance, finance and medical fields.

PROFILE: Native speaker of U.S. English, A.S. in Pre-Medicine, B.A. in Sociology in progress, including two years of residency in South America. Excellent computer skills including office software and Internet research. Accustomed to meeting numerous deadlines per day and providing superior customer service.

PROFESSIONAL EXPERIENCE:

State Farm Insurance – Paul Erdman Agency 2011 to Present
Bilingual Office Sales & Service Manager

Manage all Spanish speaking clientele to ensure proper writing of insurance applications, policies and claims. Facilitate understanding of the available property, casualty, health, business and life insurance policies by translating the English contracts to Spanish and providing one-on-one communication with all Spanish-speaking clientele.

PharmaStrategies, LLC 2010 to 2011
Office Operations Manager & Hispanic Benefits Director

Command the Hispanic Benefits Division for more accessible health care and better prescription access. Handle all marketing collateral, media communication and approvals and company direction to focus on and service the Spanish-speaking community. Manage all office tasks related to reporting, operations, inventory, customer service, and networking. Direct a team of customer service professionals to provide patient, pharmacy and organizational development in Spanish.

Gilpin County School District RE-1 2009 to Present
Reading Together Program Coordinator
Substitute Teacher- Spanish

Implement the complete peer-tutoring reading program at the elementary school-age level to grow the struggling reading students with a diverse mix of reasons for the struggle. Many of these students involved are learning English as their second language. Relieve staffing gaps for the Elementary and Secondary Spanish classes and also support the Health Care Technician or “school nurse” to ensure students are safe and properly educated.

Law Office of P. Scott Lowery, P.C. 2005 to 2009
Bilingual Legal Accounts Manager

Command the firm’s legal negotiations in English and Spanish in both written and oral form. Directly support the attorneys by finding both voluntarily and involuntary resolutions. Execute the counsels’ direction for appropriate legal actions to support their

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clients' wishes and best interests per the regulations of the appropriate courts.

Osborn Automotive

2004 to 2005

Customer Service Manager

Responsible for ensuring every new car and service customer left the dealership satisfied while still maintaining an efficient and streamline budget. Managed reports and was governed by a strict grading system from the manufacturers. The success determined from this grading system had a major financial impact on the business as a whole. I brought scores from 82% to 97% plus. This increased dealership bonuses by almost \$1 million. Trained salespeople and service advisers to anticipate and meet their customer's needs and also to act with a high code of ethics and customer service standards for the business' long-term success.

Djarling Communications

1999-2003

Community Reporter & Editor's Assistant

Accurately reported on community events for the local Gilpin County newspaper. Proofed and edited the newspaper's content with fine detail. Helped manage, find and maintain new marketing customers for print advertising; the company's primary source of income. Assisted both the publisher and editor in keeping office organization and managing deadlines effectively and efficiently.

RELATED EXPERIENCE:

Red de Apoyo

1999 to 2001

Improve an international support organization to help influence change for civil rights protection in Venezuela. Protect the basic civil rights and liberties of senior citizens, children and adults. Encourage extensive international communication and support to convince Venezuelan leaders to defend or refute proposed laws in support of civil rights that embrace the Venezuelan people and their primary human needs.

EDUCATION:

*University of Colorado at Denver

In Progress – Graduation 12/2014

2012 to Present

Bachelor of Arts

Sociology

*Community College of Denver

Dean's List

2009 to 2011

Associate of Science

Emphasis in Pre-Medicine

*Gilpin County High School

Valedictorian

1998 to 1999

HS Diploma – General Studies

*Colegio Madre Guadalupe

1999 to 2000

Secondary Education Certificate –
Sciences