

Otto Zellmann, CHI™, CMI-Spanish

990 Jackson Grove Road, Travelers Rest, SC 29690, (704) 996 2327 Cell, (864) 214 7753 Fax

ozellmann@bellsouth.net

info@ottozellmann.com



INTERPRETER AND TRANSLATOR

SPANISH – GERMAN – ENGLISH Interpreter and Translator specialized in EDUCATIONAL, LEGAL, MEDICAL, and TECHNICAL settings.

CERTIFIED HEALTHCARE INTERPRETER™ - Spanish

Certified Medical Interpreter – Spanish

Acculingua Certified Instructor for the Medical Interpreter Curriculum to prepare candidates for the National Medical/Healthcare Interpreter Certification

State Certified Foreign Language Correspondent (Economics) German-English

In the process of obtaining State Court Interpreter Certification

In the process of obtaining ICE security clearance

Please view my profile at LinkedIn:

<http://www.linkedin.com/in/ottozellmann/>

EXPERIENCE AS LEGAL INTERPRETER/TRANSLATOR IN NORTH CAROLINA

Provided Interpretation and Translation Services for Limited English Proficiency clients during Administrative Hearings, Workers' Compensation, Personal Injury Cases and Family Law, as well as Depositions, Arraignments, Child Support Hearings, Traffic Court and Witness Testimony.

Law Enforcement and DSS Interpreter for civil and criminal investigations.

Interpreted for Social Security Disability (SSD) Hearings and Supplemental Security Income (SSI) Hearings at the Office of Disability Adjudication and Review (ODAR) in Charlotte, North Carolina.

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EXPERIENCE AS TECHNICAL INTERPRETER/TRANSLATOR/TRAINER

Fact finding mission at Steel Mill in Lazaro Cardenas, Michoacan

Escort interpreter for US based engineers for a fact finding mission about a quality issue of equipment.

Fact finding mission in London, Belgium and Portugal at Ford Motorwerks

Escort interpreter for quality personnel for a fact finding mission about quality problems of equipment.

Equipment Validation Research Event

Escort Interpreter for focus group from Germany during the Equipment Validation Research Event at John Deere, USA

Customer visit from ABSISA

Escort Interpreter during the visit of Carlos Alva Alvaro, Owner of ABSISA Peru to establish business relations with JLS International.

Training of personnel from Mexico for HITACHI and AIRTEC

Interpreter during the training of maintenance personnel and technicians from Mexico.

Presentation of the DayCor II – DayTime Corona Imager

Interpreter during the EPRI – OFIL Corona Inspection User's Group Meeting

Translator and Proofreader for many Technical Translation projects for the Automotive, Agricultural, Electrical and Petroleum and Mining Industry.

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EXPERIENCE AS EDUCATIONAL INTERPRETER/TRANSLATOR/TRAINER

Presenter at the 1st Annual Charlotte AHEC Interpreters and Translators Conference
“Professionalism - What makes us a Profession?”

Workshop Presenter “Do I really Need an Interpreter?” at the 28th NCCSC Conference
(North Carolina Child Support Council)

Member of Plenary Session: “Overcoming Barriers to Access to Care for Latinos in North Carolina” during the 3rd Annual Latino Symposium Focus on Health Disparities”

Trainer of Workshop “Professional Development and Professional Resources for Interpreters” and “Mentoring of new Interpreters”

Trainer of Workshop “Interpreter in the Mental Health Services in North Carolina”

Trainer of Workshop “Interpreter for North Carolina School for the Deaf – Preschool” (Early Intervention program for Children who are Deaf or Hard of Hearing”

Trainer of Workshop “Principles of Infant-Toddler program and the IFSP (Individualized Family Service Plan) in North Carolina”

Trainer of Workshop “Interpreter during an IFSP - filling out and sight translating a Spanish IFSP”

Trainer of Workshop “Dictionary of Early Intervention Words and Abbreviations”

Trainer of Workshop “Developmental Ages of Sound Mastery – Interpreter during Speech Language Therapy”

Trainer of Workshop “Interpreter during a Disciplinary Hearing and Code of Conduct at CMS (Charlotte Mecklenburg Schools); Script of Hearing Officer of Preliminary Information, School and Student Testimony and Closing Statements”

Trainer of Workshop “Interpreter during testing: Receptive and Expressive One-Word Picture Vocabulary Test; PLS4-Preschool Language Scale 4th Edition English and Spanish; CELF – Clinical Evaluation of Language Fundamentals, 3rd Edition”

Trainer of Workshop “Interpreter during an IEP Meeting: DEC to DEC 6 in English and Spanish” and “Handbook on Parents’ Rights in the School System– English and Spanish”

Trainer of Workshop “Interpreter during a Multi-Disciplinary Evaluation”

Trainer of Workshop “Medical Interpreters Ethics and Medical Terminology”

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PROFESSIONAL EXPERIENCE

Interpreter Manager

Fluent Language Solutions/Pacific Interpreters, Language Line Services

March 2001– 2013

I held various positions including freelance interpreter, lead interpreter and interpreter manager.

I supervised and managed the language providers of 500 bilingual personnel and consultants in 12 various location including North Carolina, West Virginia and Tennessee ensuring efficient, effective, and safe quality services.

- Managed the scheduled and unscheduled consultation and language needs for the healthcare, behavior health , social services, education and government entities with the effort of a vast group of Interpreters/consultants utilizing technology and computer program and software to track and document interpretation and consultation tasks.
- Identified new languages and recruited bilingual interpreters and consultants.
- Provided training for newly recruited interpreter and evaluated the language skills through various measurable quality control processes including but not limited to: pre written and oral test, mentoring, onsite observations for quality performance, and yearly performance evaluation feedback.
- Provided ongoing training and workshops to keep consultants and interpreters skill up to date.
- Oversaw Language Assessments of bilingual personnel and Interpreters
- Supervised day to day interpreter performance on individual job basis and focused on the filling rate not be below 99.99%.
- Identified vendors and negotiated with the pricing to enable Fluent to be one stop shop for our current and potential customers.
- Handled customer's complaints and addressed the solutions which exceeded our customers' expectation and strengthened our customer relationship.
- Proactive approach to maintain increased the quick respond time for emergency departments and decreased late turnaround time of thirty minutes by sourcing interpreters close to each hospital location and reduced the waiting time by 40% which contributed to Fluent Language Solutions receiving Service Excellence Award.
- Translated and Interpreted in a variety of settings such as: Technical, Medical, Legal, Educational, Mental Health and Behavioral Health Care.
Proofread translations.
Over the Phone Interpreting.
Video Remote Interpreting.

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PREVIOUS RELEVANT EXPERIENCE

Robert Bosch S.A. RBEH Alcala De Henares, Spain and Robert Bosch GmbH Bamberg and Nuremberg, Germany and Charleston, SC

January 1992 – December 2000

I was performing the function of a technical translator and interpreter of German, English and Spanish for the Quality Assurance Department.

My responsibility was the correspondence with foreign customers, translating and updating the quality assurance manuals and design FMEA of Robert Bosch S.A. Translator and Interpreter for the Quality Assurance Department. Translated and updated the FMEA's for GM in Spanish and English for Fuel Filters and Fuel Injectors. Interpreter for the meetings of the plant management with customers, the certifications performed by the DQS of the ISO 9000, the VDA 6.1 and the QS-9000, and during the process and system audits in RBEH. Technical Translator and Interpreter during the visits and training of the personnel of Robert Bosch, S.A. (Alcala de Henares, Spain)
Fuel Filters, Fuel Injectors and Spark Plugs in Bamberg, Germany.

TRANSLATION OF THE FOLLOWING DOCUMENTS:

PPAP, PSW, 8D-Report, PQP, QOS, APQP, PSO, QSP, FMEA, Warranty Claims, Quality Assurance Manuals, Operator Instructions, Process Flow Diagrams, Ordering Prescriptions, Process Control Plans, Maintenance Plans, GLS, GLS-Q, NFA (Plant Norm Alcala), Corrective Measurement Catalogue, MFG, QB-Reports, Audit Reports, CHRYSLER Standard, NISSAN Inspection reports, Inspection Standards, TMUK Standards, AQF PSA PEUGEOT CITROEN, FORD Engineering Specifications, CNG-Engineering Specifications, GM-Engineering Specifications.

CERTIFIED HEALTHCARE INTERPRETER™

Certification Commission for Healthcare Interpreters, License 000729

March 2012 – March 2016

<https://cchi.learningbuilder.com>

Certified Medical Interpreter (CMI-Spanish)

National Board for Medical Interpreters, License 100143

February 2011 – February 2016

<http://www.certifiedmedicalinterpreters.org/registry?page=3>

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Rockhurst University Continuing Education Center

How to Handle Difficult People
Managing Projects and Priorities
Essential Supervision Skills
Coaching and Mentoring Skills for Managers and Supervisors
How To be a Highly Successful Team Leader
The Essentials Of Communication and Collaboration
How To Disarm and Defuse Conflict and Confrontation
Strengthening Your People Skills in the Workplace
Developing Your Emotional Intelligence
Managing Emotions in the Workplace and Excelling Under Pressure
Business Grammar and Proofreading
How to Be a Super Communicator
How to Get More Organized

Mental Health Interpreting Basics: An Exploration of the Varied Mental Health Settings

2008 – 2011

Instructor: Robyn K. Dean, M.A., CI, CT

Demand Control Schema

2007 – 2011

Instructor: Robyn K. Dean, M.A., CI, CT

AHEC

Interpreters Training for Health and Human Services Settings

2006 – 2006

Level I, II and III of Bridging The Gap - Interpreter in the Healthcare Setting

The Employer's Association

Leadership for Lead Employees

2005 – 2005

Level I and II of Leadership for Lead Employees

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Institut für Fremdsprachen und Auslandskunde an der Universität Erlangen

Technical Translator and Interpreter 1993 – 1995

German, English and Spanish

Course of studies reduced from three to two years due to State Certified Foreign Language Correspondent and passed entry evaluation.

Private Berufsfachschule für Fremdsprachenberufe Bamberg der Euro-Sprachschule

Staatlich Geprüfter Fremdsprachenkorrespondent (State Certified Foreign Language Correspondent), Economics

1992- 1993

German - English

Course of studies reduced from two to one year due to passed entry evaluation.

Staff Sergeant/Interpreter German Army

January 1984 – December 1991

Staff Sergeant and Interpreter of German - English - Spanish for military officers and NATO personnel in Germany, Spain and Canada

Staatliche Versuchs- und Lehrwirtschaft, Abteilung Gartenbau, Landwirtschaftsministerium (Federal Research and Training Institute, Department of Horticulture, Ministry of Agriculture)

Horticultural Gardener

1980 – 1983

Apprenticeship

Wirtschaftlich-Wissenschaftliches Gymnasium Bamberg

High School, Economics-Science

1977 – 1980

References available upon request