

**JESUS ARMENTEROS**

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*Profile:*

Well carried in an office environment, very hands on when it comes to duties other than those assigned, patient when it comes to teaching and implementing changes. I can keep a smile in a fast paced office.

*Key Skills:*

- Conference Interpretation (Consecutive and simultaneous)
- Project Management
- Quality Assurance (Call Center industry)
- Floor supervising
- Training (Orientation and nesting)

*Employment history:*

Language Connection, S.A. - Independent Contractor (Conference interpreting) - Oct 2012-Present day

English-Spanish/Spanish-English interpretation

Simultaneous/Consecutive interpretation; business, finance, non-Profit organizations and medical.  
Below you will find a list of some of the conferences I have interpreted for;

- USAID - Waste Water Labs
- BioEffect-EGF Serum-Skin Care Supplements
- World Vision-Restructuring
- PNUMA-Environmental Development Plan
- CKD-MBD-Chronic Kidney Disease
- Novo Nordisk-Pharma Sales
- Brintellix-Psychiatric Drug Development
- Balboa Bank & Trust-Commodity Trade Investments
- IRI-Democratic Systems Development
- IAPA Internacional-Auditing
- PNUD-HIV treatment access improvement
- PNARN-Human Trafficking
- Nestlé Central America-Marketing and Finance
- SENACYT-Entrepreneurship Seminar -Negotiations
- PNNL-Port Authority Threat Assessment
- Department of Immigration-Marriage Interview
- SENACYT-Entrepreneurship Seminar
- Loteria Nacional de Beneficencia-Lottery Systems
- Red Cross-Emergency Response Strategies

- Georgia Tech-Supply Chain Management
- Canon Panama, S.A. -Large Format printing
- SENACYT-Entrepreneurship Seminar-Accounting
- Univ Interamericana-Fixed Assets
- Red Cross – Human Resource Management
- Biofuels – Palm Oil Processing
- MiPYME – SME Authorities Regional Network
- Joint Commission – Re-certification audit

Pacific Interpreters PA, S.A

General Manager – Operations Manager Feb 2011–October 2012

Panama City, Panama.

Overall management of the Panama Call Center:

- Report and supervise the input of employee hours, submit hours to contractor and verify payroll calculation. Coordinate funds be transferred and paychecks be wired to each employee in a timely manner.
- Submit expense reports to the regional finance department as well as Company CFO based in the US. Manage petty cash.
- Review the Panama center recruiting plan; work with the recruiting team so that the correct tools are used: web ads, newspaper, job fairs, etc.
- Oversee and monitor employee compliance with Company QA standards as well as other relevant metrics such as attendance.
- Follow up with issues regarding QA scores, attendance and disciplinary matters – Enforce sanctions according to Panama labor law. Handle employee termination.
- Ensure that the center's utilities and vendors be paid on time, also in charge of other duties such as maintenance, directly involved in changes to call center's infrastructure; quote cleaning service, carpet cleaning, A/C maintenance, IT wiring structure maintenance.
- Report to Regional Manager and headquarters in the US on the progress of the call center: Finance, IT, Operations, Payroll and Human Resources. Present and implement action plans
- Hold meetings with Leadership team to review weekly tasks and set short and long term goals.
- Coordinate accommodation for Call Center visits (IT, Regional Manager, CEO)
- Constantly review Panama budget, meet Company goals such as: Head count, cost per minute and recruiting.
- Do hires and offer salary rates based on test results and experience.

*Education:*

Universidad Interamericana

Banking and Finance degree - Jan 2008 –Present day

Panama City, Panama

Universidad de Panama

Radio Show Host License Apr 2009

Panama City, Panama.

*Personal Information:*

Birth date: Feb 7<sup>th</sup>, 1979. Married, Age: 33, Languages; Spanish, English, basic German.