

# Alessandra Sarmiento

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## Career Summary

ATA-Certified Spanish translator with ICE security clearance and CoreCHI certified medical interpreter with many years of experience in fast-paced environments such as clinics, hotels, and international banks

## Certifications

Certified ( <b>CoreCHI</b> ) Spanish Medical Interpreter	2020
<b>ATA</b> -Certified English into Spanish Translator	2018

## Skills

- English <-> Spanish translation, editing (including PMTE), and localization
- English <-> Spanish interpreting in: Healthcare, media, community settings, and business
- (EMR) Electronic Healthcare Records Systems: Allscripts and Occusource
- Experience in multicultural environments
- Use of the most utilized CAT Tools: Trados and Wordfast
- Microsoft Office (Excel, PP, Word, Access), HRIS (Human Resources Information Systems)
- Use of active listening, note-taking, and mnemonic techniques
- Administrative support and Customer Service

## Professional Experience

### **CERTIFIED MEDICAL INTERPRETER**

August 2019-**Present**

*Concentra Medical Centers – San Diego, CA*

- Currently working as a medical interpreter at multiple fast-paced Concentra Medical Centers across San Diego, providing accurate Spanish-English interpretation of critical medical information in direct service to all health care providers who are seeing Limited English Proficiency patients
- Assist clinical staff to better meet the needs of all LEP (Spanish) patients while ensuring excellent customer service to healthcare providers, administrators, patients and their families
- Follow all Codes of Ethics and Standards of Practice published by CCHI, IMIA, and NBCMI in order to uphold myself to the highest standards of professionalism and maintain ethical conduct when resolving problems.
- Ability to understand and navigate the US Healthcare System (Medicare, Medicaid, or CHIP) in order to assist patients who may need to be referred to other services
- Remain respectful, impartial (yet kind and empathic), and maintain confidentiality of all assignment-related information. When appropriate and necessary for communication purposes, engage in patient advocacy as a mediator in order to explain cultural differences
- Always provide full engagement and attention to every encounter to be able to identify problematic situations such as misunderstandings or discrimination
- If required, able to provide Telephone, Video, or On-Call interpreting services
- Volunteer* as a medical Spanish interpreter for Champions for Health and other companies
- As a freelancer*, occasionally interpret simultaneously for English and Spanish speakers at San Diego City Hall meeting for all council members and attendees for Mid-City CAN

### **ATA-CERTIFIED SPANISH TRANSLATOR**

2010-**Present**

*Freelance (www.roadtotranslation.com) – San Diego, CA*

- Use of CAT (Computer-Assisted Translation) tools such as Trados in order to increase efficiency, productivity, and accuracy of all translations
- Among many other projects, translated 50-page socioeconomic report for Center on Policy Initiatives that was distributed among multiple entities within the San Diego area
- Worked on multiple projects with direct and/or end-clients such as PBS Learning Media, Mid-City CAN, Champions for Health, and Santander Bank, among many others
- While performing duties as a bilingual HR Manager, translated an enormous variety of texts (Business correspondence, proposals, analyses, journal articles, news, handbooks, employee forms, job descriptions, reports, new hire orientations, warnings, company mission statements); in Healthcare, translated medical history records, discharge summaries, injury reports, legal documents, medical authorizations, and medical questionnaires.

### **TITLE III (with security clearance) SPANISH ANALYTIC LINGUIST**

2018-Present (on-call)

*MVM – San Diego, CA*

- Accurately analyze and translate a wide variety of complex material from Spanish into English, especially in the areas of counter-narcotics, criminal and civil investigations, public safety, and national security
- Provide (for **ICE and DEA** Agents) verbal and written summaries of day-to-day communications across all levels of the Spanish language, including complex speech, slang, and colloquial expressions
- Review audio/video material and write/transcribe information with a superb degree of accuracy and expression

### **HUMAN RESOURCES MANAGER**

2015- 2017

*Hotel Managers Group, LLC – San Diego, CA*

- Managed full employee life cycle, Benefits and Compensation packages
- Handled payroll administration for more than 100 employees
- Oversaw mass layoff due to hotel closure and offered practical post-layoff solutions to employees
- Facilitated understanding in a multilingual environment providing bilingual company communications and interpreting for Spanish speakers in work-related meetings and events
- Created and implemented ACA compliance tracking system that is currently used at 11 other hotels
- New and improved training programs, procedures and employee events reduced turnover ratios and increased overall employee morale
- Safety Programs resulted in a 10% decrease of Workers Compensation cases from previous years

### **Education and Training**

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<b>Bachelor of Arts</b> in Journalism - <i>UNIVERSIDAD DEL PAIS VASCO</i> (Leioa, Spain)	2008
Certificate in Human Resource Management - <i>UNIVERSITY OF MASSACHUSETTS BOSTON</i>	2013
Certificate in Medical and Community Interpreting and Translation - <i>BOSTON UNIVERSITY</i>	2012
Certificate in Translation and Interpretation (Spanish/English) - <i>UCSD EXTENSION</i>	2018