

Danie'l Flores

Bilingual Professional

Asheville, NC

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828-216-0792

Professional seeking a position where I can utilize my customer service expertise, experience as a Spanish & English Interpreter/Translator and prowess with Information Technology

Work Experience

SPANISH MEDICAL INTERPRETER

Mission Health - Asheville, NC

May 2017 to Present

- Interpreting accurately between patient and provider in both English and Spanish.
- Translating hospital documents into Spanish
- Completing phone calls between Spanish speaking patients and providers.
- Adhering to Interpreter Ethical Guidelines
- Video Interpreting

ASSOCIATE PROFESSIONAL

MOUNTAIN AREA COMMUNITY SERVICES - Arden, NC

June 2015 to Present

- Working on set goals with individual who has a disability.
- Tailoring lessons according to individual's needs.

BILINGUAL CUSTOMER SERVICE SPECIALIST

Guthy-Renker, Now OceanX - Arden, NC

February 2014 to October 2014

- Handling Spanish-English phone calls and escalated phone calls.
- Recording & editing employee training modules.
- Utilization of software such as Presenter Media and Storyline.
- Recording information into an Excel database.
- Multi-tasking; using 2 computer screens at the same time.

Education

BA

SPANISH, UNIVERSITY OF NORTH CAROLINA AT ASHEVILLE - Asheville, NC

August 2010 to December 2013

Skills

Customer Service Skills (7 years), Excel (10+ years), Receptionist (7 years), Translating (2 years), Interpreting (2 years), Simultaneous Interpreting (2 years), Bilingual Spanish

Certifications/Licenses

TEFL - The TEFL Academy - 168 hours - Level 5

Medical Interpreter - Culture Advantage - 60 hours

Additional Information

SKILLS/EXPERTISE

- Software/Technology: Experience using Microsoft products (Word, Excel, PowerPoint, etc.) as well as adept at using various technology and online teaching platforms. Knowledgeable regarding software such as Storyline and Presenter Media (Software for creating learning modules)
- NCI training
- CPR Certification
- Over 7 years of experience handling phone calls and providing excellent customer service
- Professional attitude and desire to create a positive experience for all parties involved
- Great communication skills
- Experience as a freelance Translator in translating legal (marriage/birth certificates) and business (employee manuals) documents from Spanish to English and vice versa.
- Experience as a freelance Interpreter since 2016.
- Experience serving in a training capacity, coordinating with trainers in Bogotá, Colombia regarding proper procedures
- Fast typing skills; over 70 wpm