

**QUINN DOAN**  
**DOAN & Sons, L.L.C.**  
**150 Totem Court**  
**Fremont, California USA 94539**  
**510-290-5089 (Voice/ Text)**  
**Email: QDOI@yahoo.com**

***Professional Objective:***

Having dedicated my best bilingual skill sets to work on-site, telephonic and video assignments of simultaneous or consecutive interpreting and translating in English <> Vietnamese language pair. Combining with my American advanced graduate-level educational background and extensive experience in Vietnamese language I effectively and proudly have served my clients for decades.

***“Customer service and customer satisfaction are my ultimate goals”.***

***Formal Education:***

- Master of Science’s Degree in Business Information & Computing Systems (MS in BICS); California State University, San Francisco, California, USA in 1985.
- Certificate of Proficiency in Data Processing & Computer Languages Programming; De Anza College, Cupertino, California, USA in 1982.
- Completed first year of the Master’s program (M.A.), International Relations in 1975; Vạn Hạnh University, Saigon, South Vietnam).
- Finished third year of the Bachelor of Science program (B.S.); University of Saigon, Faculty of Law, Saigon, South Vietnam in 1972.
- Bachelor of Science’s Degree (B.S.) in Public Administration; The National Institute of Public Administration in Saigon, (South) Republic of Vietnam in 1973.

***Real-Life Extremely Challenging Work Experience:***

***Present: Owner, General Manager @ DOAN & Sons, L.L.C.: Extensively Experienced Vietnamese Language Senior Consultant, Simultaneous or Consecutive Interpreter and Translator*** in mental health, public health, internal medicine, education, legal, administrative, labor disputes, business and marketing strategies, etc.

Having provided simultaneous or consecutive interpreting and translating services to clients of dozens of commercial companies across our 5 continents, government agencies, school districts and many other business entities.

CATs used: Trados Studio 2022, MemoQ 9.12, WordBee, MemSource Cloud, SmartCat, WordFast, MS Tools: PowerPoint, Word, Excel, Access, etc.

**1986 – July 23, 2016 (30 years plus of solid real-life extremely challenging work experience):**  
**Nationally recognized Santa Clara Valley Health & Hospital System, Department of Information Services, 2325 Enborg Lane, San Jose, California, USA 95128**

### ***Information Systems Manager:***

Possessed my advanced educational background and highly valued real-life work challenging experience in designing, coding and testing business and health care information systems; supported clinical, administrative users and customers, using dBase, PowerPoint, Access, Excel, MS SQL, ORACLE tools, etc. Decades of experience in administering highly complicated behavioral health care information systems (Mental health; public health, alcohol, drugs and substances abuse, e.g. Pro-Filer, Avatar...).

Manager of BHS IS Help Desk as a Manager who supported highly complicated behavioral health care information systems. Provided outstanding customer service and had extensive experience in MS PowerPoint, Words, Excel, Access, etc. and a number of health care applications which served thousands of customers, patients, users and health care providers as psychiatrists M.Ds., Ph.Ds. psychologists, physicians, registered nurses and administrative staff...Provided quantified measurable results and best customer services to M.D. psychiatrists, physicians, Ph.Ds. psychologists, managerial supervisors, clients and users at the grand County of Santa Clara in San Jose, Northern California.

**June 1982 – September 1986: Stanford University, Controller's Office, Accounts Payable Department; Encina Hall, 3145 Porter Drive, Palo Alto, California, USA 94304**

### ***Accounting Assistant:***

Processed electronic payments to Stanford University's hundreds of vendors and providers who provided health care services and capital equipment to serve health providers, physicians, nurses, patients and users at globally recognized Stanford University. I was responsible for over 300 accounts payable using Stanford's highly complex computerized accounting information systems. I also worked in other departmental programs such as checks disbursement, month-end and year-end closings. I provided excellent customer services and achieved great quantified measurable results.

**1973 - 1975: Nationally Renowned Institute of Public Administration, 10 Trần Quốc Toản Street, Saigon, South Vietnam**

### ***Governmental Managing Administrator:***

Managed training, developing and redeveloping programs designed to train and retrain staff and graduate students at Master's and Ph.D.'s. levels in the USA and in other advanced countries. Provided best administrative-related services to American Ph.D and Master degreed faculty members, staff, customers, graduate students and hundreds of vendors.

**1970 – Present:**

***Freelance Vietnamese Language Senior Consultant, Simultaneous or consecutive Interpreter, Translator, Author and Co-Author:*** Author, Commentator, Translator, Simultaneous or consecutive Interpreter, Co-Author of "The Late President Ngô Đình Diệm" in English <> Vietnamese language pair.

***Freelance Author, Commentator, Extensively experienced Vietnamese Language Senior Consultant, Translator, Simultaneous or Consecutive Interpreter:*** Professional freelance Author, Commentator, Vietnamese Language Senior Consultant in English <> Vietnamese language pair. Attached DLPT (Defense Language Proficiency Test (Vietnamese/ English) certified by the U.S. Department of Defense's Authorized Test Center MEPS in Mountain View, California.

Having been a Vietnamese Language Senior Consultant to the National Language Service Corp (NLSC, U.S. Department of Defense) and also a Vietnamese Language Consultant to ICON, a major medical research laboratory in the United Kingdom.

***Freelance Tutor:*** Having tutored elementary, middle-school students and continuing-education adults in English <> Vietnamese translation, Math and Computer-related subjects.

***References:*** Available upon request.