

Mayra Borges Goncalves

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www.linkedin.com/in/mayra-borges-goncalves

SUMMARY OF QUALIFICATION

- Experienced interpreter with a strong command of multiple languages, including Portuguese and English
- Proven ability to facilitate effective communication between parties by accurately conveying messages and nuances
- Excellent analytical and reasoning skills developed through strategic planning, project implementation and presentations to the senior management at the Public Defender's Office of Belo Horizonte, Brazil
- Proven self-starter with creative problem-solving skills enhanced while handling customer support calls for Booking.com at TTEC

RELEVANT EXPERIENCE

COMMUNITY INTERPRETER, CISOC

MAY 2023 – PRESENT

- Conveys messages accurately from Portuguese to English and vice-versa between LEP clients and service providers with the use of active listening, memory retention and note taking in a professional manner
- Interprets in person and remotely in the fields of medical, legal and social service interpretation

COMMUNITY INTERPRETER, OTTAWA LANGUAGE ACCESS

NOV 2022 – PRESENT

- Conveys messages accurately from Portuguese to English and vice-versa between LEP clients and service providers with the use of active listening, memory retention and note taking in a professional manner
- Interprets in person and remotely in the fields of medical and legal interpretation
- Occasionally performs written and sight translation

CUSTOMER SERVICE REPRESENTATIVE, TTEC

JAN 2021 – AUG 2021

- Used active listening, provided assurance and empathy while assisting with concerns and inquiries
- Collaborated with other departments to attain a viable solution and escalated when necessary

COLLECTIONS AGENT, ALORICA INC.

NOV 2020 – JAN 2021

- Ensured a great customer experience by establishing a relationship of trust while handling support calls
- Methodically tracked call-related information for auditing and reporting purposes

WINE MERCHANT, ARTERRA INC.

DEC 2017 – APR 2018

- Collaborated with a team to ensure the successful day-to-day operation of the Wine Rack store
- Performed inventory management tasks, including stock tracking and restocking

INTERNSHIP, THE NUCLEO DE ASSISTENCIA JURIDICA FDMC

FEB 2014 – JUN 2014

- Provided legal measures and wrote procedural parts on behalf of hypo-sufficient people in the area of civil law
- Performed legal research (doctrinal research and jurisprudence) and administration

INTERNSHIP, LEGAL SECTOR OF THE COMPANY IGREJA UNIVERSAL DO REINO DE DEUS

MAR 2013 – NOV 2013

- Performed legal research, attending court hearings on civil, criminal and labour law

INTERNSHIP, THE PUBLIC DEFENDER'S OFFICE AT THE CENTRO INTEGRADO DE ATENDIMENTO AO ADOLESCENTE AUTOR DE ATO INFRACIONAL (CIA-BH)

FEB 2011 – JUN 2011

- Wrote final allegations and defense pieces on criminal processes involving children and teenagers who committed transgressions
- Attended to the children and teenagers who committed transgressions and their families members

MEDIATOR, INTERNSHIP AT THE JUIZADO ESPECIAL CIVEL

AUG 2010 – DEC 2010

- Performed administrative work, such as maintaining archives along with process monitoring
- Managed and mediated conflicts between two parties in the civil and consumer law area and officializing the agreements as an extrajudicial title

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EDUCATION

BACHELOR OF LAW FACULDADE DE DIREITO MILTON CAMPOS, MINAS GERAIS, BRAZIL

2016

Achievements:

- Approved by the Brazilian Bar Association (OAB) in the area of labour law
 - Bachelor's thesis - "Critic to the Enemy Criminal Law", was approved with a recommendation to publish
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CERTIFICATIONS

- Medical Terminology, St. John's Ambulance 2023
 - Core Community Interpreter Training, Ottawa Language Access 2022
 - CILISAT PT-EN, Ottawa Language Access 2022
 - Completed Francisation program at the CEA Outremont 2020
 - Trained and certified as a mediator 2010
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ACTIVITIES AND INTERESTS

- Fluent in English, French, Portuguese (Brazilian) and German