

# James Le

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## CAREER OBJECTIVE

An enthusiastic individual with outstanding interpersonal, organizational, and analytical interpreter with more than 10-years of experience seeking an opportunity to help company grow. Ensuring colleagues efficiency and accurate rendition in all forms of interpretation, helping them thrive while remaining as a conduit and adhere to all rules and regulations is my ultimate goal.

## PROFESSIONAL EXPERIENCE

### TELELANGUAGE INC., Portland, OR

Feb 2013 - present

#### Interpreter

- Answered high volume of intake calls while maintaining high customer satisfaction rate
- Interpret for insurance recorded statement, medical history, annual health assessment and major corporations
- Consecutive interpretation for patient evaluation, witness testimony in court, jail interview by attorney and psychological evaluation at county psychiatric hospital

### MASTERWORD SERVICES, Houston, TX

Feb 2013 - May 2017

#### Court Interpreter and Exam Evaluator,

- Simultaneous interpretation for hearing, deposition, arraignment, pre-trial, trial and policies changes to Limited English Employees for various corporations
- Enter jail with attorney, psychiatrist or counselor for inmate interview, assessment and plea bargain
- Sight translate medical forms, program eligibility forms, application for childcare and other services
- Recognized as one of the best Vietnamese Interpreter by LEP, attorneys, M.D. and other professionals
- Administer, analyze and evaluate examinee's pronunciation, accuracy, linguistic ability and vocabulary
- Educate LEP on the role and how to effectively utilize an interpreter at judge or attorney request
- Adhere to code of ethics and confidentiality before; traveling to surrounding cities assignment weekly

### LANGUAGE LINE SOLUTION, Monterey, CA

Oct 2008 - Jun 2014

#### Interpreter and Stress Debriefer

- Involved with SSA, IRS, DHS, DPS, HHS and many other government agencies
- Quick and to-the-point interpretation, such as E.R, 911 and Quick Response Team
- Act as a monitor interpreter to ensure accuracy and ability of other interpreters
- Ensure interpreter adhere to strict code of ethics, guidelines and protocol performing as an interpreter

#### Accomplishment

- 10/2013 Graduate from Stress Debriefer Program, acting as counselor for colleague
- 10/2011 Promoted to legal interpreter, designed as All-Call Interpreter

### LANGUAGE LINC, Lincoln, NE

June 2008 - March 2011

#### Interpreter/Translator

- Interpret between English and Vietnamese, by phone and face-to-face
- Consecutive interpretation for patient evaluations, counseling and abuse
- Assist corporations explain new policies to Limited English Employees
- Assist public health nurse with senior health assessment to determine their provider hours

## EDUCATION

### KAPLAN UNIVERSITY, Online Course

#### Bachelor Science in Paralegal Studies, March 2010

- GPA: 3.42/4.0
- Dean's List

Real Estate Broker License: State of Texas, 2014  
Insurance License: State of Texas, 2018