

Austin Shang Huang Lee

Interpreter/Customer Service

Bilingual Medical Interpreter fluent in Mandarin and English.

Compassionate and caring professional offering interpreting and translating services to benefit patients and medical personnel. In-depth knowledge of medical terminology, clinical practices and healthcare system in United States.

As a medical interpreter, will also encounter others call such as 911 and emergency call that requires ability to response promptly and precisely.

Work History

**2023-04 -
Current**

Medical Interpreter

GLOBO Language Solution

- Streamlined patient and provider interaction by providing channel of effective communication.
- Interpreted services to families during process of scheduling initial visit and coordination of ongoing treatment.

**2022-06 -
2023-04**

Medical Interpreter

Language Line Solution

- Medical interpreter encounter calls from banks, 911, emergency, etc. As interpreters, we provide tailor-made services for each different client according to situation.
- Strong problem-solving skills, able to react quickly in difficult situations and utilize available resources such as translation tools.
- Interpret information about treatment directions and helped non-English speaking patients.

**2020-10 -
Current**

Part Time General Insurance Agent

Tokio Marine Insurance

- Sold automobile, home and other various insurance products to individuals and affinity groups within assigned territory using consultative selling techniques.

Contact

Address

2, Solok Sri Siantan 33,
Taman Sri Andalas, Klang,
Malaysia 41200

Phone

+60 16- 207 3880

E-mail

shuang9904@gmail.com

Skills

Medical terminology



Banking terminology



Customer service support



Microsoft Office



Languages

Mandarin



English



Malay



- Approached potential clients by using direct marketing mailings and phone contacts.
- Cultivated new business by offering presentations on financial well-being to individuals and groups on term and whole life insurance.

Education

2022-01 - Current	Bachelor of Arts: International Business <i>INTI International University - Subang, Selangor, Malaysia</i>
2018-09 - 2020-05	Bachelor of Science: Software Development <i>Institute of Technology Tralee - Ireland, Tralee</i> Stopped progressing due to pandemic of COVID-19
2012-01 - 2017-10	UEC <i>Kwang Hua Private High School - Klang, Malaysia</i> Passed all subjects in UEC examination