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Summary

I am a digital nomad

My fundamental tenet of work efficiency is based on self-discipline, communication expertise, and adaptability. I know I've got all my doors open since my work has been performed efficiently with more than 6 leading companies. (Sutherland, Sitel, LLS, Voyce, Teleperformance, Asurion, Verizon, AT&T). My boldness and productivity to work are the benchmarks of my whole career

I am Coachable to willing to learn in every single part of the process as my work philosophy is also based on teamwork and skills sharing. I am capable of retaining customers and businesses with big potential to take them to the next status quo level.

Sales & Virtual Assistance are underpinning roles of my career, too, being that I used to do side hustle jobs for clients in Upwork who needed support on weekends to get leads, organize their upcoming projects, documents, and potential customer, assist them with outbound calls, etc.

Medical Interpretation is my expertise because I have nourished my linguistic skills through consecutive OPI/VRI Interpretations. Therefore, I can convey messages from SP-ENG and vice versa in Insurance, Medical, Legal, and Customer service fields, 911, etc.

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Experience

Medical Interpreter

Propio Language Services

Mar 2023 - Present (4 months)

Providing accurate interpretations for healthcare providers and patients.

Ensuring that medical information is understood by patients by simplifying any jargon.

Keeping any information shared by the patient confidential.

Bridging cultural gaps between patients and healthcare providers may impede providing the needed information.

Medical Interpreter

Voyce

Dec 2021 - Jun 2023 (1 year 7 months)

- Precisely and accurately interprets critical medical advice and information given by the provider into equivalent terminology in the patient's native language. (Spanish)

- Assists in interpreting medical calls from English on behalf of internal and external customers; may translate patient education information as specifically requested.

- Establishes and maintains quality service and positive interaction with all patients, customers, visitors, healthcare providers, and clinical employees.

- Assists with patient follow-up as necessary, including contacting patients with appointment reminders.
- Maintains strict patient confidentiality in accordance with the policies and standards.

Participates, as a condition of the assignment, in continuing annual medical interpreter/ translator training provided through NCIHC National Standards of Practice.

- Provides occasional services outside of normal working hours on an as-needed basis.
- Performs miscellaneous job-related duties as assigned.



Premium Sales Tech Support Specialist

Asurion

Nov 2020 - Nov 2021 (1 year 1 month)

SALES CUSTOMER SERVICE AND TECH SUPPORT ROLE

- Thrived in a fast-paced environment with energy and enthusiasm.
- Met schedule using excellent planning and coordination skills.
- Built and maintained courteous and effective working relationships.
- Promoted a safe working environment by implementing regulatory standards, policies, and guidelines.
- Spoke to customers in English and Spanish to resolve problems and answer questions.
- Actively listened to customers to fully understand requests and address concerns.
- Prepared and arrange written communications, documents, and reports.
- Resolved conflicts and negotiated mutually beneficial agreements between parties.
- Configured hardware, devices, and software to set up workstations for employees.



Interpreter

LanguageLine Solutions

Dec 2019 - Nov 2020 (1 year)

- Assist another medical interpreter in interpreting for patients who have trouble understanding English spoken by health professionals and receptionists.
- Providing accurate translations for healthcare providers and patients.
- Ensuring that medical information is understood by patients by simplifying any jargon.
- Keeping any information shared by the patient confidential.
- Bridging cultural gaps between patients and healthcare providers may impede providing the needed information.



Customer Service Representative

Sitel Digital Services (formerly SYKES)

May 2018 - Mar 2019 (11 months)

- Help passengers with self-serve or assisted check-in procedures
- Assist customers with Flight costs/Selling tickets
- Advise Customer of IROPS (Frontier Airlines)
- Book, Change and cancel reservations
- Baggage assistance (Lost and found)



Sales Development Representative

Sutherland

Mar 2016 - Apr 2018 (2 years 2 months)

➔ **OUTBOUND AND INBOUND CALLS: (AT&T CAMPAIGN)**

- Customer enrolled in the -ACCESS PROGRAM AT&T(Application status notification).
- Cold calling potential leads offering phone, cable, and internet plans (70 calls per day).
- Customer service/Tech support Troubleshooting hardware and software features.
(Include appointment set up, technician availability scheduling, modem fixing, modem returning process, etc.)
- Sales backup department helping customers online how to increase their internet speed. (improvement/change plan).
- Implemented brand marketing and sales campaigns.

➔ **BACK-OFFICE AGENT (INTERACTIONS CAMPAIGN)**

- Receive more than 150 utterances (audio records from IVR) a day in order to command IVR functionality. High-level active listening and accuracy were required; those utterances were from customers of companies like TURBOTAX, and SHUTTERFLY. ELECTRICITY SUPPLIERS, HOTEL MARRIOTT, HOTELS ETC.
- Send emails to customers with a detailed recap of the options offered by the an automated system without the need for human interaction

Education



Servicio Nacional de Aprendizaje (SENA)

Associate's degree, Archives/Archival Administration

Jan 2013 - Dec 2015

Facilitate service to internal and external customers in accordance with the organization's policies.
organize management files in accordance with current regulations and institutional policies.

Produce the documents originating from administrative functions, following the technical standards and legislation in force.

Promote appropriate interaction with oneself, with others and with nature in the work and social contexts

Licenses & Certifications



Standard English/Western Certification - EF International Language Campuses



Medical Interpreter - Voyce

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Skills

Medical Interpretation • Customer Experience • Retail • Customer Relationship Management (CRM)
• EF • EF Certification • Archival Management • Fast Track • Public Speaking • Consecutive Interpretation