

Juan Carlos López Gayosso

Professional Medical Interpreter

Highly experienced MEDICAL INTERPRETER with proven track record of delivering precise interpretations and translations between ENGLISH and SPANISH. In-depth understanding of cultural nuances to effectively bridge communication. Dedicated to accuracy and reliability.

Proficient in English since I spent my childhood in California, advanced computer skills, highly experienced in Customer Service skills, I thrive while being part of a team and respond well under pressure. Professional and empathetic.



Contact

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Skills

Medical Terminology

Video remote services

Procedure interpretation

Fluent in English and Spanish

Healthcare Systems Knowledge

Strong Memory Retention

Effective Note-taking



Certifications

Certified Professional Medical interpreter



Work History

2023-06 -

Current

Spanish Medical Interpreter

DA Languages, United Kingdom

- I provide consecutive over the phone interpreting services for clients based in the UK and Northern Ireland
- Perfecting my role as a cultural broker and patient advocate
- I serve a large variety of ; such as government agencies, law enforcement and the medical industry.
- Aided immigration processes for clients seeking citizenship status, interpreting interviews and assisting with document preparation when necessary.
- Assisted in the successful completion of various business projects by providing language support during meetings and presentations.

2019-01 -

Current

Video Remote Medical Interpreter

LSA

- I provide consecutive interpreting services on video to many health networks across the United States
- Through the different levels of care and

branches of the medical industry

- Task that is enhanced by a human element since providers, hospital staff and patients can see me and interact with me
- Empathy and patience are some the strongest features of my personality applied on a daily basis
- Some of my tasks include gathering billing information, placing dial outs for clients and act as a cultural bridge between patient and doctor to ensure communication remains as transparent and accurate as possible.
- Provided clear and accurate interpretation of essential medical documents such as consent forms, discharge instructions, and medication information.
- Ensured clear communication by providing precise interpretation of doctor's instructions, diagnoses, and prescriptions to non-English speaking patients.

**2024-03 -
Current**

Medical Interpreter

ProZ, Mexico

- Supported healthcare professionals in delivering accurate diagnoses by effectively interpreting detailed medical histories from non-English speaking patients.
- Improved patient satisfaction with medical care by facilitating effective communication between healthcare providers and diverse populations.
- Maintained strict confidentiality, adhering to HIPAA guidelines while handling sensitive medical information during the interpretation process.
- Demonstrated professionalism and empathy when working with vulnerable populations, including individuals experiencing trauma or facing serious health concerns.
- Applied exceptional listening skills when handling complex or emotionally charged situations for accurate interpretation without compromising message integrity.

2024-03 -
Current

Medical Video Interpreter

The Language Group, United States

- Managed a high volume of simultaneous client requests for video interpretation services, effectively balancing workload while maintaining quality output.
- Provided constructive feedback on internal processes that led to improved efficiency within the video interpreter team operations.
- Handled technical difficulties calmly and efficiently while maintaining composure under pressure during live interpreting sessions.
- Streamlined workflow by effectively prioritizing tasks, managing time, and multitasking during peak hours.

2018-01 -
2019-01

Over the Phone Medical Interpreter

Language Line Solutions

- As an over the phone remote interpreter I assist daily the Limited English Proficient LEP community in the USA with tasks that range from the simple as scheduling a medical appointment to the vital like surgeries or visits to a specialist
- Some of my tasks include the handling of sensitive information such as payment and billing information and personal private medical information.

2017-01 -
2018-01

Customer Service Representative

Alorica

- I represented Amazon as a part of their Customer Service Team
- I processed refunds, tracked packages and used Positive Language Positioning to resolve customer complaints and ensure the highest levels of customer satisfaction
- Exercised patience and soft skills and demonstrated knowledge of our brand.



Education

2014-01 -

Licenciatura en la enseñanza del

Current

Inglés

Universidad Autónoma De Puebla