

Deborah B. Gregory

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Originally from Rome, Italy, Deborah B. Gregory is a US citizen currently operating as a freelance language translator and full-time Security Risk Analyst for Amazon. Deborah is a military spouse of 24 years. Her husband John is a US Marine and retired naval aviator. Deborah and John have three children, Elisabeth (18), Josephine (17), and Duncan (14).

As a weathered military spouse, Deborah has extensive experience in many sectors including security, media, sales, marketing and customer service as a result of over 20 years' combined experience in television, real estate, architecture & engineering, construction management, banking and retail. Deborah is a consummate traveler with a passion for cultural immersion and thrives in adapting to new situations and settings, as she learned to do well over 16 military moves.

Fluent in Italian, French and Spanish, Deborah received a Magna Cum Laude Bachelor of Arts Degree in Political Science from Texas A&M University, after attending several colleges around the country, as she followed her husband throughout the years of his military career. She also attended the Interpreter's School of Rome, where she trained in translation of written text, as well as simultaneous and consecutive interpreting techniques.

Deborah is an involved volunteer in and out of the military community. While stationed in Hawaii (2003-2006), she served as the Vice President of the Officer's Spouse Club for Navy Patrol Squadron 47, actively coordinating morale improvement initiatives, setting up emergency notifications, fundraising events and family support activities such as publishing an updated edition of the popular "Malihini Guide to Hawaii," and organizing the squadron's biannual service auction. Deborah currently volunteers for the Department of Homeland Security, the National Language Service Corps and the Marine Corps Foundation.

Deborah's hobbies include world travel, hiking, swimming, cooking, motor sports, cross-cultural encounters, UNESCO World Heritage Sites and reading anything from travel and women's magazines to fiction, financial papers and political essays.

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Qualifications and Professional Memberships

National Language Service Corps, US Department of Defense, Federalized Linguist, April 2019
The Translation Workplace (proz.com) and Translatorbase, Professional Memberships, 2008-2019
Texas A&M University, Bachelor's, Political Science: Magna cum Laude. Corpus Christi, June 2000.
IPS Jean Piaget, A Levels with Early Learning and Development specialization. Rome, Italy, June 1994.
The Interpreter's School of Rome, Italy. June 1992.
Palm Springs High School, Diploma. California, May 1991.

Skills

Bilingual: English & Italian. Fluent in Spanish and French.

Advanced working knowledge of office and presentation software (Microsoft Office Suite to include Word, PowerPoint, Excel, Outlook and SharePoint), television applications (Donovan series), computer aided translation software (TRADOS, SDLX, Memopal, Poedit, MemoQ), real estate systems (Tempo, Maestro, Mainstreet) and mortgage production systems (Unifi, Desktop Underwriter)

Extensive experience and ease using PCs and Macs with high-speed internet surfing, with own systems running on Windows 10, equipped with Adobe Acrobat Pro, Microsoft Messenger, Skype and up-to-date AVG Antivirus software and payment systems such as Skryll, Moneybookers and PayPal.

Capable of working under pressure and meeting firm deadlines.

Intelligence, Security and Linguistics Experience

April 2019 to Present, US Department of Defense, Federalized Linguist: Providing language assistance for the National Language Service Corps (NLSC), a federal program sponsored by the Department of Defense through the Defense Language and National Security Education Office. The NLSC is designed to support federal agencies in times of national need providing and maintaining a readily available civilian corps with languages determined to be important to the security and welfare of the United States.

February 2019 to Present, Amazon, Security Risk Analyst, Escalation Specialist: Serving on the Last Mile Emergency Team (LMET) of Amazon's Global Security Operations Center (GSOC) focusing on critical life safety events impacting on-road operations. Working in large-scale emergency team within the incident command center, collected global data applying foreign language skills, processed incident notifications reflecting life cycle management opportunities and defined safety events impacting security risk through incident response, continuous product improvement and global expansion. Provided global and regional security risk monitoring and expertise, localized crisis management coordination and facilitation to mitigate security and operational risks to associates, data, and physical assets, assisted with alarm monitoring services for Amazon's locations, coordinated and facilitated the crisis management response to significant Workplace Incident Management events (workplace violence, sexual harassment, injuries), troubleshoot issues with the alarm access control system, and issued credentials to critical data locations, among other daily services and projects such as new candidate screening and training team members and leadership on investigative tools and systems.

April 2008 to Present, **Freelance Language Translator**: Self-employed, freelancing for European/US firms and translation agencies, specializing phone interpreting, marketing materials, software instructions, website and videogame localization, medical records, pharmaceutical research and literature, clinical studies & tests, travel guides, hotel websites, resumes and CVs, official government/business correspondence, contracts, legal correspondence, court depositions, architecture specifications, engineering reports, industrial systems documentation, heavy equipment manuals, technical proposals and emergency management plans, often applying knowledge of technical or military terminology and cross-cultural etiquette.

April 2007 to March 2008, Michael-Bruno, Naples, Italy, **Business Development, Translator & Quality Assurance Associate**: the position involved operating as an outside consultant, assisting in a variety of tasks for this veteran-owned small business. Duties included: assisting the President with business development activities for the firm's architecture, engineering, and construction management services, searching for government acquisitions, drafting bids and writing professional resumes; translating technical reports and performing English language quality control.

November 2001 to May 2002, Jacksonville, Florida, Self-Employed, **Spanish Language Interpreter and Translator**: Worked by appointment to interpret various court hearings, legal depositions, public conferences, and business meetings, and to translate various written documents, including PBS children's TV scripts.

October 1998 to June 2000, KIII TV- Channel 3, Corpus Christi, Texas, **English-Spanish Translator**: Occasional cooperation with television account executives for translation and voiceover of local commercials from English to Spanish. Translation assignments occasionally included transcription and proofreading of Spanish texts.

July 1998 to June 2000, Nueces County Courthouse, Corpus Christi, Texas, **Substitute Official Court Interpreter**: On call to cooperate with or substitute for Spanish Language Interpreter during legal proceedings in open court. Additional duties included assisting the Court Administrator's Office to coordinate Jury Duty.

April 14-16 2000, Association of Retarded Citizens of Texas, Annual State Convention, **Spanish Language Interpreter**: Official Spanish language interpreter assisting Spanish-speaking conference participants. Duties included simultaneous translation of workshop presentations and live discussions as well as sight translation of legal and training materials provided for participating professionals and ARC members.

March 1997, Appaloosa Horse Club, Moscow, Idaho, **Italian-English Translator**: Contracted through the University of Idaho college of Agriculture to translate correspondence from the Italian Appaloosa Club regarding the activities of Appaloosa colts sold overseas and the horse shows of the stallions that fathered them in the United States.

March 17-20, 1997, Bongioanni Legno, Moscow, Idaho, **Italian Language Interpreter**: Contracted through the University of Idaho College of Forestry to translate for visiting delegation from renowned Italian sawmill machinery manufacturing company. The businessmen's visit was part of the company's international market research, and it included various meetings with several lumber companies in the Northwest.

May 1994 to July 1995, Erreuno Broadcasting, Marnate, Italy, **Translator, Dubbing & Voiceover Talent**: translated and dubbed television scripts and U.S. television shows into Italian.

Sales, Media, Business Development and Clerical Experience

April 2007 to November 2007, The Sedge Group, Naples, Italy, **Account Specialist**: Participation in The Sedge Group involved operating as an account specialist for US marketing and distribution of wheelchair products and accessories produced by an Italian company. Duties included conducting market research, producing a marketing plan, creating marketing materials and creating an online shop for direct sales. Additional duties included arranging for transport and import of goods into the US, warehousing, establishing distribution channels and presenting the product at the Medtrade, the largest trade show for the medical sector.

November 2004 to July 2006, Prudential Locations, Honolulu, Hawaii, **Real Estate Salesperson**: actively worked as a real estate agent assisting clients with the sale or purchase of real estate. Duties included sitting open houses and manning the Prudential Real Estate info centers at the Pearlridge Center and the Windward Mall. Responsible for drafting and executing real estate purchase contracts and listing contracts, reviewing title searches and escrow settlements, negotiating encroachment agreements, bringing transaction to a successful closing and client follow-up. 2006 Aloha 'Aina Award (excellence in Hawaiian real estate) nominee for customer satisfaction.

September 2003 to October 2004, International Investors Realty, Honolulu, Hawaii, **Real Estate Salesperson**: assisting seasoned real estate agents: sitting open houses, running searches on the Hawaii Multiple Listing Service, as directed.

June 2000 to October 2001, WTOK TV – Channel 11, ABC affiliate, Benedek Broadcasting station (owns over 50 television stations throughout the U.S.), Meridian, Mississippi, **Television Sales Account Executive**: local direct sales to local and regional agency accounts. Duties included generating new local direct business applying solution based marketing (*Quantum*), as developed by *Jason Jennings and Partners*. Responsible for producing and verifying contracts, traffic orders, daily Strat Planners, weekly revenue forecasts and for maintaining updated order and contract files. Also responsible for initiating production orders, creative summaries and/or scripts, and client follow-up. Producer of the 2000 “best-locally produced spot” award by the Mississippi Association of Broadcasters (*Luigi's Pizzeria*).

March 2000 to June 2000, KIII TV – Channel 3, ABC affiliate, McKinnon Broadcasting, Corpus Christi, Texas, **National Sales Assistant**: duties included coding and entering national orders as received from Katz offices through the Donovan system, coding and entering direct response contracts, and coding and entering political contracts during national, state, and local elections. Additional duties included offering make-goods, selling half-hour programming, settling billing discrepancies, pulling exact spot times for direct response buys weekly, running aging reports, and tracking payments. Responsible for updating billing information, verifying avails, confirming orders on Donovan system or via fax. During political campaigns, responsible for pulling a daily map to verify exact air times and lowest unit rates.

October 1998 to March 2000, KIII-TV – Channel 3, Corpus Christi, Texas, **Television Traffic Clerk**: working JDS-generated rough program log, creating a proof log, and finalizing daily station program log. Additional duties included entering local and regional contracts into the IBM AS/400 traffic system, setting up new customer information, updating billing information on existing customers, and reconciling program logs with actual air times. Supervised master control employees and procedures to ensure that programming was aired at the exact times, as scheduled in the program log. Cross-trained at facilities desk one week per month, and monitored time period availabilities and spot inventory.

May 1998 to June 1998, Advance Management Inc., Pensacola, Florida, **Assistant to the President**: Temporary Position. Duties included bookkeeping of daily transactions for businesses managed by company, filing records, arranging meetings, reconciling bank statements, preparing invoices and processing payments, typing business letters and service quality control reports. Additional duties included delivering payments, and making bank deposits.

September 1996 to December 1996, Port of Hope Family Drug and Alcohol Treatment Centers, Moscow, Idaho, **Branch Secretary**: Duties included scheduling appointments, filing records, processing patient and state billing, managing disbursements from branch petty cash accounts. Additional duties included receipt and delivery of legal records from and to the local courthouse, and purchase of office supplies. Responsibilities included extreme confidentiality and professionalism.

May 1994 to July 1995, Erreuno Srl Broadcasting, Marnate, Italy, **Assistant to the President/Station Supervisor**: Duties included daily bookkeeping of television revenues and expenses, typing business correspondence, compiling weekly employees' work schedule, and managing petty cash account. Additional duties included scheduling appointments for the Director of Broadcasting and preparing monthly financial reconciliation for parent company in the United States. In absence of supervisor, I was often left in charge of the television station while the President and Technical Director were out of the country. As a station supervisor, my responsibilities included payroll, distribution of cash expense reimbursements, payment of suppliers' invoices, and daily supervision of studio, master control, and administrative staff, reporting daily to the President.

September 1991 to November 1992, Province of Rieti, Rieti, Italy, **English Language Interpreter**: Contracted by the Assessorato alla Cultura to translate during meetings with European professionals of medicine, law, and social work. Duties also included accompanying a team of Italian health care professionals to a conference sponsored by the (then) European Economic Community in Birmingham, United Kingdom.

Leadership, Mentoring, Coaching, Teaching, Finance and Customer Service Experience

April 2016 to January 2019, Navy Federal Credit Union, Pensacola, Florida, **Member Service Representative, Team Coach, Mortgage Processor II**: Worked in past paced environment at 24/7 Contact Center and in Mortgage Operations. Processed membership and credit card applications, and provided servicing for credit union members stationed around the world. Received the Sustained Superior Performance Award (cash bonus) and promoted to Team Coach to mentor other Member Service Representatives to meet and exceed key performance indicators (KPIs). Received the Richard S. Cobb Award for excellence in member service for top contact center team achieving outstanding results through my newly created onboarding plan. Transitioned to processing refinance mortgages in high-volume production environment.

September 2015 to February 2019, Santa Rosa County Schools, Milton, Florida, **Teacher Assistant/Language Interpreter**: volunteer position assisting elementary, middle and high school teachers administering and grading tests, assigning homework, coordinating classroom teaching activities, assigning tasks and assisting with assignments, as needed. Provided on-call assistance interpreting for limited English proficiency students and parents. Responsible for supervising students, reporting progress and ensuring safety of students and staff.

September 2006 to June 2009, Department of Defense's Naples Elementary School, Naples, Italy, **Reading Counts Assistant**: assessing children's reading retention skills by administering the Reading Counts tests and teaching need-based reading skills using dedicated computer software. Responsible for children's supervision, safety and orderly behavior as they transition from the classroom to the library and back.

May 2004 - May 2005, US Navy Patrol Squadron 47 Officer's Spouse Club, Kaneohe Bay, Hawaii, **Vice President**: The VP-47 OSC is a non-profit group created to support the squadron's officers' spouses and families. The Vice President is responsible for coordinating all fundraisers, maintaining a current phone tree to be activated in case of a squadron emergency, and check-signing authority. Any OSC funds in excess of the approved annual budget are disbursed to charity. During my tenure as Vice-President, I

coordinated two major fundraising projects: a squadron service auction and a new edition of *The Malihini Guide to Hawaii*, a military relocation guidebook. Work for the squadron service auction included soliciting business donations of goods and services to be auctioned off, reserving the venue, setting up the event, and overseeing the auction. Work for the *Malihini Guide* included verifying accuracy of information, updating and expanding sections of the book, coordinating and overseeing the work of 12 other volunteers, merging everyone's work, editing and finalizing manuscript in the correct format for print, gathering printing quotes and presenting them to the board for review and approval, advertising, selling, and distributing the guide to the numerous military communities throughout the island.

July 1998 to June 2000, South Texas Politics, a Time Warner Cable public-access TV show, Corpus Christi, Texas, **Co-Host/Producer/Assistant Director**: assisted the host in introducing the topics of the week, greeting callers, discussing local and national political issues, setting up the studio (furniture, microphones, cameras), operating cameras during live and recorded shows, producing scripts, recording segments and interviews, and screening phone calls. Additional duties included managing volunteer crew and occasionally operating audio switchboard.

January 1993 to July 1994, Istituto Scolastico Giovanni Verga, Rome, Italy, **English Language Teacher and Tutor**: taught high-school English curriculum to Italian adult students preparing for the Italian General Education Diploma, taught English as a Second Language to students of all ages and held one-on-one English language tutoring sessions for school-age children in need of extra support. Generated progress reports, as required by the School Board, administered certification exams and created individualized testing based on students' individual needs .

Business and Personal References available upon request. Compensation evaluated case by case.