**Executive Summary:**

 Candidate is seeking a full-time position as a Spanish to English Translator and vice versa.

**Accomplishments:**

……….. All types of translations including software coding, user and technical manuals, among others.

 Communications (multimedia, writing, localization)

 Computers (web copy, web design)

 Organization Development

 Management

 Strategic Planning

 Teamwork

 Training

**Employment:**

 **Visionary Software Solutions, LLC** Tempe, AZ

 Computer Support Specialist 06/11/2009 to 09/30/2012

* Tested proprietary software and read order sheets to prepare for delivery to users.
* Executed daily operations of software beta testing and customer support.
* Successfully handled customers concerns and support needs.
* Oversaw the daily performance of computer systems.
* Wrote, designed and produced presentations of innovative software-related solutions for new products and clients’ needs.
* Developed training materials and procedures, and trained users in the proper use of hardware and software.
* Was instrumental in developing marketing and distribution plans for new projects.
* Conferred with staff, users, and management to establish requirements for new systems and modifications.
* Conducted office automation feasibility studies, including workflow analysis, space design, and cost comparison analysis.
* Spearheaded customer satisfaction initiatives.
* Read trade magazines and technical manuals,
* Responsible for software quality and customers relations.

 **Kompuwiz Computer Solutions** Tempe, AZ

 Owner - Sr. Technical Support Specialist 03/1995 to 05/30/2008

* Build, troubleshoot, and repair computer systems, printers, and scanners for various clients and as a sub-contractor for computer services companies.
* Install and set up LAN and Wireless network.
* Train end user how to use various software and computer functions.
* Provide in-field, telephone, email and online (IM) bilingual technical support to clients.
* Keep accurate records of service calls
* Continually keep abreast of the latest technical developments in IT, hardware and software innovations.
* Plan, develop, produce, and implement computer training lessons to meet specific user's needs in English and Spanish.
* Responded to written and telephone requests for technical support.
* Set up equipment for employee use, performing and ensuring proper installation of cable, operating systems and appropriate software.
* Installed and performed minor repairs to hardware, software, and peripheral equipment, following design and installation specifications.
* Successfully managed a three-person team software installation and training.
* Answered users' inquiries regarding computer software and hardware operation to resolve problems.
* Maintained record of daily data communication transactions, problems and remedial action taken and installation activities.
* Successfully handled customers concerns and support needs.
* Developed training materials and procedures, and trained users in the proper use of hardware and software.
* Read technical manuals, conferred with users, and conducted computer diagnostics to investigate and resolve problems and to provide technical assistance and support.
* Trained customers in computer literacy and software implementation.
* Supervised and coordinated workers engaged in problem-solving, monitoring, and installing data communication equipment and software.

 **Microserve**  Mesa, AZ

 Technical Support Specialist 08/1999 to 12/1999

Member of a technical team in charge of aiding with the transition from clone computers to Dell and Hewlett Packard machines at Boeing in Mesa, AZ as part of the preparations for the Y2K transition.

* Installed hardware and software in various machines around the Mesa campus.
* Assisted Boeing Engineers and other staff with their software and hardware needs.
* Troubleshoot software and hardware installations and performance.
* Repaired computer, printers, and scanners problems.
* Performed regular equipment maintenance around campus.

 **Arch Chemicals** (former Olin Microelectronics) - Chandler, AZ

 Engineering Assistant 12/1998 to 03/1999

* Develop a service procedural guide for other technicians.
* On-demand, in-house technical customer service at Motorola sites in the East Valley.
* Daily testing and programming of scanners.
* Daily checking of scanner logs for accuracy
* Daily backup of scanners from different locations.
* Assist with troubleshooting and solving scanner and scanner software problems on the phone and in the field.
* Write weekly reports for head engineer.
* Executed daily operations of software beta testing and in-house customer support.
* Entered commands and observed system functioning to verify correct operations and detected errors.

 **On The Right Track Video Productions** Rochester, NY

 Producer, Director, Videographer 1992 to 1994

 Video production and post-production tasks

* Scriptwriting and storyboard design
* Direct and produce stories for job fairs
* Produce a weekly community local cable show for a church
* Produce and host a weekly radio show for local college radio station.

 **El Vecino Spanish Bilingual Newspaper** Rochester, NY

 Editor-in-chief 12/1992 to 10/1993

* Responsible for designing and implementing a new paper layout
* Assign story leads to reporters and volunteer collaborators
* Change the newspaper's format from only Spanish to bilingual.
* New bilingual format increased advertising revenues by 55%
* Represent the newspaper at social and business gatherings
* Use Quark as main newspaper layout design tool
* Supervise copy editors and proof-readers
* Ensure compliance with advertising and stories deadline
* Create new sections raising popularity and circulation
* Write editorials on local news and other topics of interest to the community.
* Weekly meetings with publisher to coordinate content, deadlines, and discuss other editorial matters.

 **Language Encounters Center, LLC Tempe, AZ**

 **Owner - Director 01/1986 to 08/1990**

* On-demand technical, legal, and medical translations and interpreting as a sub-contractor and/ or for direct clients.
* Translation and language instructor
* Bilingual creative, business, and technical writing services.
* Bilingual copy writing for the web.
* Software and web site translations.
* Bilingual TV and Radio scriptwriting
* Ghostwriting for fiction and non-fiction
* Supervised five employees, scheduled work hours, resolved conflicts, and determined salaries.
* Design and planned language courses
* Spanish and English Instructor for all ages and levels.
* Designed, taught, and implemented a series of translation techniques courses for UN Chapter bilingual secretaries and d for medical professionals.
* Created “English for Specific purposes” (later changed to Language for Specific purposes as more languages were added upon demand).
* Wrote a children’s book to learn English in a fun, playful way.
* Dubbed foreign movies from English to Spanish
* Subtitled Spanish movies into English and vice versa.

Summary of Translation clients:

1980 = 1983 Dept. of Foreign Languages – SUNY Brockport – Brockport - NY

1984 – 1985 All World Language Translations - Beverly Hills – CA – USA

1986 – 1990 Language Encounters Center – Santiago – Chile

1991 - 1992 – Ibero American Action League – Rochester – NY

1992 – 1993 – El Vecino Bilingual Newspaper – Rochester – NY and,

 G& J Astrophysics – Victor – NY

 Strong Memorial Hospital – Rochester – NY

 Berlitz Language Center – Rochester – NY and Campbell, CA

1994 – 1999 Various agencies (including advertising and translations ones)

**Education:**

 Devry Phoenix, AZ

Just a couple of courses 1999

 SUNY Brockport Brockport, NY

 B.S. in Broadcast Journalism 1994

 INACAP Santiago, Chile

 Certification in Imports and Exports 1979

 Escuela Latinoamericana de Intérpretes y Traductores Simultáneos de Conferencia

 Santiago, Chile

 Certification in Simultaneous Interpretations and Translations 1976 - 1979

**Additional Training:**

 Three years of language training in French in the 70’s.

 One semester of college level Italian in 1990

**Community:**

2011 - Volunteer work for AZ Paws and Claws assisting with marketing, fund raising ideas and beginning their new website design (under construction)

1995 - Volunteer work assisting clients with needs assessment and budget planning in Mountain View Community Center in CA.

1993 - Volunteer assisting administration with planning outreach programs and helping clients for Hispanic Community Network in Rochester, NY.

1992 - Worked as marketing specialist for Ibero-American Action League in Rochester, NY.

1990-91 - Tutored English to Hispanic Migrant Workers and did outreach work in Brockport, NY

**Languages:**

English Fully fluent (Speak, read, and write)

Spanish Fully fluent (Speak, read, and write)

French Basic level

Italian Basic Level

**Hobbies:**

* Skilled with computer OS and software systems (Windows and Linux)
* Proficient in the use of various software packages including Microsoft products, MySql databases, customized and other proprietary software.
* Trained in all areas of broadcast journalism, video and show production and post-production, including features, documentaries, dramas, PSAs, and advertising.
* Creative Videography
* Thorough understanding of computers, social media, and the Internet.
* Talented in writing, public speeches, motivating others, and presentations.
* Skilled at organizing complex projects, defining project priorities, and delegating tasks as needed.
* Self-starting, goal-oriented strategist whose confidence, perseverance and vision promote success.
* Self-motivated and assertive.
* Over 20 years of experience in technical knowledge of computers, writing, language and computer training, Spanish-English-Spanish translations and interpreting
* Highly imaginative with many innovative ideas.
* Pleasant speaking voice, experienced in voiceovers and radio/TV hosting.
* Major strengths in planning, problem solving and communication.
* Knowledgeable and experienced in all phases of fact finding research
* Dependable - can work without supervision.
* Demonstrated effective leadership skills.
* Ability to work effectively with clients.
* Creative writing skills.
* Dedicated and meticulous.
* Committed to assisting others.
* Articulate and creative, offering innovative and practical solutions.
* Adept at both oral and written communication.
* Interact effectively with individuals of all levels.
* Achieved consistent client satisfaction.
* Able to visualize solutions to bring about changes.
* Able to translate ideas into concrete written or visual form to share with others.
* Able to serve as an agent for others, and trusted to speak on their behalf to accomplish desired results.
* Able to recognize client needs, and meet them.
* Able to develop new ideas and processes.
* Able to develop and implement new systems when necessary.
* Able to direct and lead others to produce desired results.
* Able to work with others toward a team goal.
* Assertive, self-motivated, goal-oriented, organized and efficient.
* A good morale builder.
* Honest, friendly, outstanding communication skills, creative thinker.

**Awards:**

1990 - 1993 Full college scholarship - Bilingual Education Department.

1976 – Full exchange student scholarship

**Other Achievements:**

1999 Dell and HP Certification

1997-2002 Intel Certifications on new technologies

1980 - 81 - President of the International Students Association (ISA) at SUNY Brockport.

 1982 - 83 - Vice-President of the International Students Association (ISA) at SUNY Brockport.

1968 - 75 - Continuously elected class President and class delegate to the student council by peers.

**References:** Available upon request