

Infant J Sundar, Master's Degree in English Language and Literature
CCI Certified Rhythm Analysis Technician (CRAT)
CoreCHI-Performance™ (CoreCHI-P™) Certified Interpreter
State of Georgia Court Licensed Interpreter
State of Georgia Licensed Pharmacy Technician
Certified US Immigration Courts Interpreter for DOJ-EOIR
Federal Court Interpreter Certification Examination (FCICE)
Healthcare Billing and Coding Specialist program at GNTC

Infantdes@gmail.com

561-891-9192

23 Jefferson Drive SW, Rome, GA 30165, USA

Cover Letter

Director of Personnel (or to WHOMSOEVER this may concern):

I am excited to contribute to your dynamic business environment, where a blend of experience, adaptability, and an unwavering commitment to ethics is paramount. I embody these qualities, with a strong focus on ethical principles. My resume reflects my journey through progressively challenging roles, where I have consistently demonstrated my ability as both an independent contributor and a collaborative team member. I take immense pride in my track record of consistently surpassing targets and fostering strong, long-lasting relationships. As a bilingual (Tamil<>English) interpreter and translator, I bring a unique blend of medical, non-medical, legal, and insurance claims expertise, offering onsite, OPI (over-the-phone interpretation), VRI (video remote interpretation), Onsite Interpretation (OSI), and SVI (scheduled video interpretation) services, which sets me apart from other candidates. My experience enables me to adapt to various healthcare situations and the needs of different patients. I have completed over 60 hours of Advanced Medical Training, 72 hours of State Court Interpretation Training, and numerous orientation courses for various federal Department of Defense assignments, including those with DHS, USCIS, IRS, and FEMA. I currently hold an active security clearance. I have over 5,000 hours of consecutive and simultaneous interpretation experience, as well as extensive experience in document translation and audio/video transcription, primarily utilizing the CAT tool Phrase. I speak not only the Indian dialect of Tamil but also the Sri Lankan, Malaysian, Singaporean, and Canadian dialects. I hold an active National CoreCHI-Performance™ (CoreCHI-P™) Certified Interpreter Certification and a Master's degree in English and Tamil Literature, with a focus on utilizing my skills to enhance healthcare and legal services.

Resume

Summary

Seasoned interpreter with over a decade of expertise across healthcare, conference, and diplomatic environments. Fluent in Tamil<>English, holding advanced certifications in simultaneous interpretation. Proven track record of managing high-stakes multilingual communications while mentoring junior interpreters to elevate team performance. I have developed strong presentation, communication, and negotiation skills throughout my career. With over five years of experience in healthcare, I specialize in providing culturally attuned patient care. I excel in effective communication, maintaining accurate patient charts, and verifying the accuracy of physician orders. My commitment to inclusivity and diversity complements my medical, social, and legal interpreter skills, as well as my talent identification for mid-level to executive roles.

As a Certified Medical Interpreter, I provide accurate interpretation services in Tamil and English for patients and healthcare professionals. I leverage my computer literacy, decision-making, and cross-cultural communication skills to facilitate effective communication and ensure patient safety and satisfaction. With a master's degree in English and Tamil Literature, I am enthusiastic about applying my language skills to enhance healthcare delivery and outcomes. My goal is to continue growing as a Medical Interpreter while positively impacting the lives of others across industries, including education, employment, and legal settings. My interpreting is not only faithful to the original but also conveys the speaker's tone and nuances, which is truly outstanding, according to some of my clients during my conference Interpretation sessions.

I hold an Outstanding Conference Interpretation Achiever's Award from Toppan and have worked at various summits and client gatherings, including at LA Galaxy Stadium and the Herbalife Manufacturing Plant, and with subject matter

experts hammering out the details to implement the treaties signed at those Summits. I have helped negotiate business deals, draft legislation, argue arbitration cases, build nuclear power plants, and go on fact-finding missions. For over a decade, I have worked for NGOs, governments, international organizations, and Fortune 500 companies, focusing on messages in business, finance, law, government, nuclear issues, and the environment. I also train interpreters, both at the beginner level and practicing conference interpreters.

Also, I have been working regularly with international organizations, NGOs, and private-sector leaders. I have interpreted for high-level government officials, including the former US Vice President Kamala Harris' office and the former Indian President Dr. A. P. J. Abdul Kalam's office, as well as for renowned celebrities, CEOs, and business professionals who have visited the South Indian Community. Has experience interpreting events with thousands of listeners and live broadcasts to global audiences across diverse fields, including politics, business, finance, human rights, technology, retail, and entertainment. I travel worldwide on such assignments on short notice and am available for travel.

As a Certified Rhythm Analysis Technician, I examine heart rhythm patterns on various monitors, identify irregular rhythms, and ensure the monitors function correctly. I document information using EMR systems and am eager to contribute to the organization's bottom line while continuing to learn and develop new skills. I am purposeful, have strong leadership and communication skills, and have a natural talent for working well with others from diverse backgrounds. Client conversations that work – effortlessly; Get the full fat version of your conversation – personality and humor included! - in any context. I can work at the dinner table, standing next to you in front of an audience, in a booth at the back of a room, or on a computer screen. I'll let you know when it's right to spend time over that meal, or when it's best to get down to brass tacks – and what might be holding up that agreement.

Professional History

**SOS INTERNATIONAL LLC, SOSI
USCIS DOJ EOIR CERTIFIED IMMIGRATION COURT INTERPRETER
ROME, GA (HYBRID)
JAN 2025-PRESENT**

I have completed the Federal Interpreter Program – a 9-month program that prepared me with the legal terminology and interpreting skills required to work as a federal court interpreter. I have completed the following four courses, with a grade of 70% or higher, meeting the state-required level in the consecutive technique and exceeding the state-required level in the simultaneous technique, and have received a Certificate of Completion in the Federal Court Interpreter Certification Examination (FCICE) program.

- Interpreting Criminal Proceedings I – \$545.00
 - Interpreting Criminal Proceedings II – \$545.00
 - Sight Translation for Court Interpreters – \$545.00
 - Preparation for the Oral Component of the Federal Examination – \$698.00
-
- Through SOSi, I support the Department of Justice's (DoJ) Executive Office for Immigration Review (EOIR) by providing interpretation, sight, and document translation services for immigration judges and hearings across more than 120 locations in the US and its territories for all US Immigration Court proceedings.
 - As one of the most experienced Tamil Interpreters, I provide onsite, phone, and video remote interpretation services for numerous facilities, supporting not only over 700 judges by completing more than 20 work orders per month, but also several immigration officers and ICE Agents at various detention and processing facilities.
 - SOSi coordinates to ensure I have all the skills, tools, and capabilities I require to provide interpretation services for the US Immigration Courts by becoming certified, schedules several orders each year, and manages travel for onsite interpretation services in courtroom settings, both consecutive and simultaneous.
 - I provide accurate, impartial interpretation during a variety of immigration court proceedings, including master calendar hearings, individual merits hearings, bond hearings, and credible fear interviews, and also facilitate communication between Tamil-speaking respondents, immigration judges, attorneys, and government representatives translate legal documents, such as Notices to Appear (NTAs), affidavits, and court orders, from English to Tamil and vice versa.

- Ensure clear and effective communication of legal terminology, procedural instructions, and court rulings to facilitate understanding and compliance; maintain strict confidentiality; adhere to the Code of Ethics for court interpreters and exhibit cultural sensitivity and linguistic expertise to ensure accurate, contextually appropriate interpretation in high-stakes legal environments.
- I have gone through extensive training, education, and several modes of exams to be highly skilled and proficient in native and near-native interpretation and translation skills to support hearings at detained and non-detained facilities throughout the United States, the District of Columbia, and US territories, including Puerto Rico, the Virgin Islands, the Mariana Islands, and Guam.
- I am acutely familiar with the terminology and procedures typically used in the legal and criminal justice systems, as well as in Immigration Court hearings. I continue to extensively study and illustrate legal terms and procedures used in immigration courts, consistently demonstrating professional skills and conduct during calls and in-person hearings. I demonstrate the ability to adapt quickly to new and changing technologies.
- Adhere to interpreter ethical standards and procedural requirements specific to the interpreting context.
- Respect for and understanding of our Limited English Proficient (LEP) clients, culture, dialect, and beliefs and preferences as it relates to the legal proceedings.

AMN HEALTHCARE

CORECHI-PERFORMANCE™ (CORECHI-P™) CERTIFIED MEDICAL OPI/VRI INTERPRETER

ROME, GA (HYBRID)

JAN 2025-PRESENT

- I facilitate communication between Limited English Proficient (LEP) community members and practitioners who serve them across various settings, with most calls occurring in healthcare settings.
- Provide effective over-the-phone and/or video-remote interpreting services for healthcare and educational consumers.
- Always exhibit professional skills and conduct during calls.
- Demonstrate the ability to adapt quickly to new and changing technologies.
- Adhere to interpreter ethical standards and procedural requirements specific to the interpreting context.
- Respect for and understanding of our Limited English Proficient (LEP) clients, culture, dialect, and beliefs and preferences as it relates to medical procedures.
- Strong aptitude and passion for customer service and interpreting.
- Fluent and have strong verbal communication skills in both the source and target language (Tamil<>English).
- Extensive knowledge of the code of ethics and standards of practice (IMIA, NBCMI, and NCIHC).
- HIPAA-compliant work environment/setting and National Medical Interpreter Certification by CCHI.
- Ability to remotely provide over-the-phone interpreting services in a variety of settings.

TOPPAN DIGITAL LANGUAGE

CONFERENCE INTERPRETER

ROME, GA (TRAVEL)

JAN 2025-PRESENT

- I explicitly combine all three interpretation modes (simultaneous/consecutive/whispering) and serve as a specialized subject-matter expert (SME) for the elite clientele, representing Toppan Digital Language Team as a Conference Interpreter.
- High number of Remote Simultaneous Interpretation (RSI) platform proficiency using various technological devices provided, given my accredited certifications, a portfolio of high-level assignments, and the various technological devices provided, it is pretty easy for me to catch up real quick with how to utilize different modes of radios, change channels, check frequency, and toggle between Relay and Microphone options.
- I facilitate communication between Limited English Proficient (LEP) elite client members and participating guests from abroad, who serve them across various platforms, with most meetings focused on high-level achievements, targets, and future endeavors.
- I have a proven track record of boosting client satisfaction as an on-site conference interpreter in multicultural settings.
- Demonstrate the ability to adapt quickly to new and changing technologies.

- Adhere to interpreter ethical standards and procedural requirements specific to the interpreting context.

MCIS LANGUAGE SOLUTIONS (PHONE & VIDEO INTERPRETING – ON-DEMAND)
CORECHI-PERFORMANCE™ (CORECHI-P™) CERTIFIED BI-LINGUAL HEALTHCARE & LEGAL INTERPRETER
TORONTO, ONTARIO, CANADA (REMOTE)
JAN 2025-PRESENT

MCIS Language Solutions is a not-for-profit social enterprise that offers high-quality, most responsive, and cost-effective 24/7 solutions in over 350 languages. I am proud to be part of the Professional Interpreters at MCIS, where we are all highly qualified, trained, and tested professionals who provide interpretation services in over 300 languages. Some of the specialties include language services, Interpretation, Translation, Localization, Training (for interpreters and languages), Transcreation, Transcription, Language training, Accessibility Services, Language Consulting, and Multimedia Services. A successful organization, with its commitment to bottom-line objectives—sound finances, protection of human rights, and diversity—has been the direct result of exemplary leadership on its Board, competent staff, and the contributions of our language professionals, volunteers, and interns.

*As a **Certified Medical & Legal OPI (Over-the-Phone Interpreter)**, I*

- Streamline telephonic interactions with customers by using exemplary interpreting skills.
- Perform telephonic interpretation for hospitals, medical offices, banks, airports, and 911 emergency services.
- Diminish call duration and enhance customer experience with precise use of language.
- Serve as a principal intermediary between parties with existing language barriers.
- Assist clients with completing general administrative forms and documents.
- Address any concerns or complaints regarding patient care.
- Provide accurate meaning-for-meaning interpreting services in Tamil and English.
- Adhere to MCIS's interpreter protocols, policies, and procedures to ensure confidentiality and maintain ethical standards.
- I assist many schools that strive to include LEP parents by providing them with everything they need for their children attending school, particularly with Individualized Education Programs (IEPs), which are legally mandated written plans that outline free and appropriate public education for students with qualifying disabilities.
- I assist in numerous parent-teacher conferences, discussing several commonly used materials such as report cards, permission slips, parent handbooks, and after-school club pamphlets, as most of these are not available in the parents' native language due to the lack of interpreters and translators for the English<>Tamil language pair.
- I am closely associated with multiple schools and school systems that also provide interpretation services for other education-related events, such as school board meetings and Department of Education hearings.
- Attend training sessions to enhance interpreting skills and subject matter knowledge.
- Maintain confidentiality in accordance with MCIS's Interpreter policies.
- As a legal interpreter, I perform professional duties in judicial proceedings involving individuals with limited English proficiency (LEP).

CANTALK CANADA: INTERPRETATION & TRANSLATION SERVICES CANADA
(PHONE & VIDEO INTERPRETING – ON-DEMAND)
CORECHI-PERFORMANCE™ (CORECHI-P™) CERTIFIED BI-LINGUAL HEALTHCARE & LEGAL INTERPRETER
TORONTO, ONTARIO, CANADA (REMOTE)
JAN 2025-PRESENT

CanTalk specializes in immediate language interpretation and translation services available 24 hours a day by phone, onsite, email, and online. CanTalk offers interpretation services and rapid connect features in languages designated by clients, selected from over 200 available languages.

*As a **Certified Medical & Legal OPI (Over-the-Phone Interpreter)**, I*

- Enhance telephonic customer interactions by utilizing my exceptional interpreting expertise.
- I efficiently facilitate immediate Over-the-Phone (IOP) interpretation by integrating our advanced multilingual technology, seamlessly connecting with our network of clients across Canada and the United States.

- As part of the CanTalk Interpretation Services team, I tailor solutions to meet diverse client needs. The Direct to Interpreter model enables our customers to reach me directly as their initial point of contact, who can then involve their business representative in the conversation to ensure optimal service delivery.
- When assistance is required, clients call a number at our service contact center and are promptly connected with an agent, who then contacts me, as an interpreter, directly with the client.
- Client calls are received and monitored for quality assurance, with language requirements addressed via audio conference.
- Calls may be routed through the CanTalk language service center or directly to the toll-free number, ultimately reaching the CanTalk contact center.
- Specialized inbound and outbound connections can be established to manage language service calls in a seamless, brand-consistent manner.
- Pre-booked services represent the most cost-effective solution when language needs can be anticipated in advance.
- Over-the-phone interpreters serve as impartial facilitators, accurately interpreting the parties' original speech so that information is clearly communicated in each participant's preferred language.
- As part of the code of ethics, I need to abide by the lawful requirement to abstain from offering unsolicited information, opinions, or suggestions during the process and never to summarize or alter the meaning of the source message.
- To ensure fidelity in interpretation, we may request pauses as needed and are encouraged to take notes for accuracy. All notes are securely destroyed after the session, unless the client indicates otherwise for potential follow-up. As a professional interpreter on the CanTalk team, I act strictly as a conduit for communication, ensuring the original message is accurately conveyed into the target language.

911 INTERPRETERS, INC. (PHONE & VIDEO INTERPRETING – ON-DEMAND)
CORECHI-PERFORMANCE™ (CORECHI-P™) CERTIFIED BI-LINGUAL HEALTHCARE & LEGAL INTERPRETER
TORONTO, ONTARIO, CANADA (REMOTE)
JAN 2025-PRESENT

911 Interpreters provides telephone, video, onsite, and written translation services in over 350 languages. It's simple. Just call them, and they'll take care of the rest. Our staff structure and client focus enable us to provide you with customized, quality, and timely service. With one of the largest rosters of certified and experienced interpreters and translators in the industry, 911 Interpreters has developed easy-to-use phone services. Our interpretation and translation services are available 24 hours a day, 7 days a week, 365 days a year. We are always available to take your call.

As a **Certified Medical & Legal OPI (Over-the-Phone Interpreter)**, I

- Deliver precise and culturally appropriate interpretation services for medical appointments, including patient consultations, treatment plans, and emergency scenarios. Facilitated clear and effective communication between healthcare providers and Tamil-speaking patients to ensure understanding and optimal care outcomes.
- Demonstrate proficiency in Over-the-Phone (OPI) and Video Remote Interpreting (VRI), expertly handling complex medical terminology and high-pressure medical situations with strict adherence to confidentiality and professionalism.
- Bridge language gaps across diverse healthcare settings, including hospitals, clinics, and telemedicine platforms, ultimately improving patient care and satisfaction.
- Adhere to HIPAA guidelines and uphold rigorous confidentiality protocols to safeguard patient privacy at all times.
- Exhibit cultural sensitivity and empathy during high-stress communications, ensuring both patients and providers feel understood and supported.
- Streamline telephonic interactions with customers by utilizing exemplary interpreting skills to ensure clarity and efficiency.
- Perform telephonic interpretation for a wide range of clients, including hospitals, medical offices, banks, airports, and 911 emergency services.
- Serve as a principal intermediary between parties facing language barriers, ensuring accurate and unbiased communication.

- Assist clients with completing general administrative forms and documents, ensuring accuracy and comprehension.
- Address concerns and complaints regarding patient care, facilitating resolution and understanding between parties.
- Provide accurate meaning-for-meaning interpreting services in both Tamil<>English, maintaining the integrity of the original message.
- Adhered to MCIS interpreter protocols, policies, and procedures to ensure confidentiality and maintain ethical standards.
- Assist numerous schools in supporting LEP (Limited English Proficiency) parents by providing necessary information for their children attending school, particularly with Individualized Education Programs (IEPs), which are legally mandated written plans ensuring a free and appropriate public education for students with qualifying disabilities.
- Participate in parent-teacher conferences, facilitating discussions of commonly used materials such as report cards, permission slips, parent handbooks, and after-school club pamphlets, which are frequently unavailable in parents' native languages due to limited interpreters and translators for the English<>Tamil language pair.
- Maintain close associations with multiple schools and school systems, providing interpretation services for a variety of education-related events, including school board meetings and Department of Education hearings.
- Attend training sessions to enhance interpreting skills and expand subject-matter knowledge continually.
- Maintain confidentiality in strict accordance with MCIS Interpreter policies and industry standards.
- Perform professional duties as a legal interpreter in judicial proceedings involving individuals with limited English proficiency (LEP), upholding the highest standards of accuracy and impartiality.

LIONBRIDGE INC (PHONE & VIDEO INTERPRETING – ON-DEMAND)

CORECHI-PERFORMANCE™ (CORECHI-P™) CERTIFIED HEALTHCARE & LEGAL IMMIGRATION INTERPRETER

Certified US Immigration Courts Interpreter for DOJ-EOIR

ROME, GA (HYBRID)

JAN 2024-PRESENT

CURRENT ASSIGNMENTS:

Active Security Clearance Obtained for the following Federal Projects:

- Some of the active client assignments that I am involved with under Lionbridge include:
 1. US Citizenship & Immigration Services (**USCIS**) – asylum interviews, credible fear interviews
 2. Immigration & Customs Enforcement (**ICE**)
 3. Internal Revenue Service (**IRS**)
 4. US Department of Homeland Security (**DHS**)
 5. US Department of Justice (**DOJ**)
 6. Office of Field Operations (**OFO**)
 7. Customs and Border Protection (**CBP**), anti-terrorism
 8. ICE/immigration, Customs enforcement, anti-smuggling efforts.
 9. Federal Emergency Management Agency (**FEMA**)
 10. Other industries include K-12, Utilities, Insurance, Healthcare, call centers (such as money transfer and Customer Service/Support), and CMS Audit.
- I work with some of the most robust telephony platforms, which boast unparalleled performance: industry-leading connection times, a 99% Fulfillment rate, and 99.9% Platform uptime. I am proud to be part of a network of 20,000+ linguists, available in seconds.
- As an immigration court interpreter, I assist in interpreting and translating between English and the native language of immigrants, Tamil, during court proceedings.
- I help immigrants understand the proceedings and communicate with their attorneys.
- I provide services at individual and master calendar hearings, interviews, and applications with USCIS, as well as in most ICE Detention Facilities across the USA. I interpret accurately, impartially, and without bias. I am fluent in English, and the interviewee speaks Tamil.
- I have completed extensive training in court terminology, passed an examination, obtained certification, and am now pursuing licensure.

- I support the Department of Justice's (DoJ) Executive Office for Immigration Review (EOIR) by providing all interpretation, sight, and document translation services.
- I provide native and near-native interpretation and translation services for hearings at detained and non-detained facilities throughout the United States, the District of Columbia, and US territories, including Puerto Rico, the Virgin Islands, the Mariana Islands, and Guam.
- I am familiar with the terminology and procedures typically used in the legal and criminal justice systems, as well as in Immigration Court hearings, as I often perform interpretations in simultaneous and consecutive modes, as well as sight translation of legal and immigration-related documents, in various settings, including onsite, over-the-phone, and video remote interpreting (e.g., VRI).
- I also transcribe full verbatim if it is a certified transcription, clean verbatim if it is a non-certified transcription, add timecodes accordingly if it is a timed transcription, add speaker names or identifiers, add inaudible tags, sound effects, language tags if necessary, check capitalization, grammar, punctuation, check the spelling, and submit COA – Certificate of Accuracy post proofreading.

MASTERWORD SERVICES, INC. (PHONE & VIDEO INTERPRETING – ON-DEMAND)
CORECHI-PERFORMANCE™ (CORECHI-P™) CERTIFIED HEALTHCARE & LEGAL INTERPRETER
ROME, GA (HYBRID)
DEC 2024-PRESENT

At Masterword Services, true to our mission of Connecting People Across Language and Culture®, we help our partners transcend cultural and linguistic barriers by doing business with heart, innovation, excellence, and integrity. We are solution-driven and employee-focused. We work hard and have fun doing it! We help companies operate globally in any language required. We help you communicate effectively with your employees, clients, and target markets. We are the fastest-growing woman-owned Language Service Provider in the world, having spent the last 30 years expanding the reach and impact of Fortune 500 companies and public institutions across sectors such as energy and engineering, healthcare, life sciences, government, technology, insurance, finance, and education. You can trust us with your most complex, culturally sensitive, confidential, and urgent Translation, localization, and interpreting projects. Our diverse team of industry experts and network of high-quality language experts work daily to tailor solutions with in-person and remote services in over 250 languages to your exact criteria.

*As a **Certified Community Mental Health and Department of Education Interpreter**, I*

- Streamline telephonic, video remote, and in-person STAT Requests, interpreting appointments with customers by using exemplary interpreting skills.
- Provide telephonic interpretation services for hospitals, medical offices, Government Agencies, educational institutions, Energy customers, and other clients.
- Diminish call duration and enhance customer experience with precise use of language.
- Serve as a principal intermediary between parties with existing language barriers.
- Assist clients with completing general administrative forms and documents, especially championing advocacy and crisis intervention/face-to-face emotional support for domestic abuse, domestic/sexual violence, sex-trafficking, and child abuse victims.
- Address any concerns or complaints regarding patient care, community services, mental health support services, and resources.
- Provide accurate, emotionally sensitive, and personally and culturally confidential meaning-for-meaning interpreting services in Tamil<>English with my clients, we strive hard together to stop abuse for everyone by serving the survivors of child abuse, sexual assault and exploitation, and domestic violence.
- We are dedicated to helping interpret wholly and accurately, and strive hard to end violence through prevention, advocacy, and comprehensive services for individuals, families, and communities that have been affected by abuse, as well as pathways to housing for people experiencing homelessness through low-barrier access to wraparound services by providing innovative, trauma-informed, and person-centered programming that engages our communities and leads system-wide transformation.
- As a legal interpreter, I perform professional duties in judicial proceedings involving individuals with limited English proficiency (LEP).

**CERTIFIED LANGUAGES INTERNATIONAL CLI (PHONE & VIDEO INTERPRETING – ON-DEMAND)
CORECHI-PERFORMANCE™ (CORECHI-P™) CERTIFIED HEALTHCARE & LEGAL INTERPRETER
ROME, GA (HYBRID)
MAY 2019-PRESENT**

I deliver HIPAA-compliant communication services, and I've fulfilled my role abiding by the standards of the interpretation and translation industry, providing all my clients with verbatim interpretation in each call related to subjects of pharmacy, medical insurance, and medical consultations of all specialties, legal, customer service, social services, mortgages, car loans, and car insurances, technical support for IT companies, phone carrier companies, 911 and many more. I provide quality, efficiency, and practical solutions wherever needed. My expertise in medical, legal, and customer support scenarios enables me to oversee each client's engagement with precision and cultural sensitivity. With a solid medical background, I facilitate understanding across language barriers, particularly in critical situations such as healthcare consultations and legal matters. I excel at providing clear, accurate interpretations that uphold the integrity of each conversation, contributing to essential clarity in high-stakes environments.

*As a **Certified Medical & Legal OPI (Over-the-Phone Interpreter)**, I*

- Streamline telephonic interactions with customers by using exemplary interpreting skills.
- Perform telephonic interpretation for hospitals, medical offices, banks, airports, and 911 emergency services.
- Diminish call duration and enhance customer experience with precise use of language.
- Serve as a principal intermediary between parties with existing language barriers.
- Assist clients with completing general administrative forms and documents.
- Address any concerns or complaints regarding patient care.
- Provide accurate meaning-for-meaning interpreting services in Tamil<>English.
- Adhere to CLI's interpreter protocols, policies, and procedures to ensure confidentiality and maintain ethical standards.
- Attend training sessions to enhance interpreting skills and subject matter knowledge.
- Maintain confidentiality in accordance with CLI's Interpreter policies.
- As a legal interpreter, I perform professional duties in judicial proceedings involving individuals with limited English proficiency (LEP).
- Collaborate with legal professionals to provide real-time interpretation during court hearings and trials.
- Facilitate communication between the Court and the LEP individual.
- I interpret and translate spoken statements, testimony, and documents.
- Provide accurate, practical over-the-phone interpretation in Tamil<>English to clients across industries, including medical, legal, and social services, ensuring clear communication between parties.
- Manage sensitive and confidential information with professionalism, maintaining the highest level of confidentiality at all times.
- Demonstrate fluency in Tamil<>English to facilitate smooth and precise communication during phone conversations.
- Stay up to date with industry-specific terminology to enhance the quality of interpretation services.
- Navigate cultural nuances and adapt communication styles to bridge language gaps, fostering a more profound understanding among diverse individuals.
- Deliver excellent customer service by actively listening, understanding client needs, and providing appropriate linguistic solutions during interactions.
- Deliver onsite and video interpretation services for Tamil LEP patients and English-speaking providers in medical disciplines, including, but not limited to, oncology, primary care, neurology, urology, orthopedics, medicine and surgical specialties, obstetrics and gynecology, psychiatry, rehabilitation services, pediatrics, as well as in medical insurance-related and non-medical contexts.
- Provide accurate interpretation during court proceedings, depositions, and other legal proceedings. Ensure confidentiality and impartiality in all Court matters.
- Assist providers with completing required medical documents through sight translation.
- Focus on professionalism and customer service while adhering to the medical interpreter code of ethics and HIPAA regulations.

**PROPIO LANGUAGE SERVICES,
FORMERLY CYRACOM (TRANSLATION & LOCALIZATION)
CORECHI-PERFORMANCE™ (CORECHI-P™) CERTIFIED MEDICAL & LEGAL INTERPRETER
ROME, GA (HYBRID)
JAN 2019-PRESENT**

I offer precise and prompt English-Tamil interpretation services to patients, families, and healthcare providers. With over 5 years of interpreting experience, including a role as a Certified Tamil Interpreter at Propio Language Services, I have supported diverse clients across industries and sectors. I have honed strong skills in consecutive interpretation, customer-focused service, and intercultural communication. My key competencies encompass diligence, Confidentiality, HIPAA Compliance, empathy, patient care, accuracy, and professionalism in healthcare. I am deeply committed to facilitating effective communication and understanding between individuals from different languages and cultures. I uphold top standards of quality and ethics in my work. I have had the fantastic opportunity to establish the Language Services Department for hospitals and clinics and have been solely responsible for overseeing all aspects of interpreting services. This role has enabled me to educate others effectively by collaborating with an interpreter, advocating for patients by raising awareness of their rights, and developing strategies to enhance access to language services for both patients and staff.

As a Certified Medical OPI (Over-the-Phone Interpreter),

- My current goal is to continue building my skills and advancing my career in the language industry while helping others break through barriers that silence their voices.
- I facilitate communication between patients and healthcare providers as a Tamil medical interpreter in various settings, including emergency rooms, medical offices, laboratories, clinics, and long-term care facilities.
- I address any concerns or complaints regarding patient care.
- I provide real-time interpretations for medical, legal, insurance, and government agencies, including Medicaid, the Department of Labor, hospitals, and other health systems.
- I currently manage a high volume of healthcare, medical, radiology, cardiology, primary care physician (PCP) visits, obstetrics and gynecology (OB/GYN), and domestic and international inbound/outbound calls in real-time, with multi-way conference lines set up.
- I have provided relevant contextual information to medical billing personnel, social workers, nurses, case managers, and mortgage companies.
- I safeguard data by adhering to HIPAA guidelines and industry best practices.
- I interpret court proceedings in high-profile criminal cases involving English-speaking attorneys and non-English-speaking defendants at the local and supreme courts.
- I support citizens and immigrants who struggle to communicate in English in Court.
- I assist courts in translating documents using sight translation techniques, performing simultaneous and consecutive interpreting, taking notes, and striving to convey the speaker's style and tone to all parties involved.
- I am instrumental in interpreting for various industries, including pharmaceuticals, emergency services, insurance, auto, home, life, and health, as well as financial institutions such as banks and credit unions, and in legal and Court hearings.

**IQVIA & AOL – ACCENT ON LANGUAGES, INC.
CORECHI-PERFORMANCE™ (CORECHI-P™) CERTIFIED MEDICAL & LEGAL TAMIL TRANSLATOR
ROME, GA (HYBRID)
JAN 2019-PRESENT**

IQVIA, formerly Quintiles and IMS Health, Inc., is an American Fortune 500 and S&P 500 multinational company serving the combined industries of health information technology and clinical research. IQVIA offers biopharmaceutical Development, professional consulting, and commercial outsourcing services, with a primary focus on Phase I-IV clinical trials and associated laboratory and analytical services, as well as investment strategy and management consulting services. It has a network of over 88,000 employees across more than 100 countries and a market capitalization of US\$49 billion as of August 2021. IQVIA has developed an advanced translation system that delivers multilingual content

quickly, accurately, and securely, using artificial intelligence and neural machine translation specifically designed for the pharmaceutical industry, all at a transparent cost.

Translator Duties

- I have 7 years of experience in Tamil<>English Translation, back Translation, Transcription, Transcreation, Subtitle translation, and Tamil proofreading.
- Translated various projects between Tamil<>English, including audio files, written texts, legal documents, website pages, and live-speaking presentations.
- My domains include online dialogues, Legal, Medical, Engineering, Education, Travel, Children's stories, Cooking, Natural science, Chemistry, and Physics, among others.
- I have collaborated with clients such as OneHour Translation, IsofStone, Appen Butler Hill, Pixilogic, Value Point Knowledge, Parikh Info Solutions, Ansh Intertrade, VerboLabs Languages (OPC), Global Language Solutions, and NSEIT.
- Works as a Tamil Translation Linguist for AOL – Accent on Languages with access to Protemos as the primary Translation Management System (TMS), Phrase as the Computer Assisted Translation (CAT) tool, and Bill as the Payment Management System.
- Jobs are allocated using Protemos. Once a PO has been issued, I accept the corresponding Phrase jobs for Translation and revision.
- The project management team will review all deliverables. They will share the feedback if there is any.
- Transcribed and translated Tamil video and audio files into English for a court presentation in New York City.
- Maintain strict confidentiality agreements when translating sensitive client information to ensure the utmost discretion.
- Successfully translated over three hundred projects so far, and I am staying up to date with the latest Tamil<>English cultural references and idioms to ensure realistic translations for modern publications, transforming how the life sciences industry communicates and improves patients' lives.
- Utilize innovative, tech-enabled solutions to ensure accuracy and efficiency in translating critical documents, supported by continuous training and innovative technology, thereby streamlining processes for faster turnaround times and cost savings.
- With a proven history of serving pharmaceutical, biotech companies, and contract research organizations (CROs), we empower clients to navigate challenges from clinical trials to commercialization, accelerating the delivery of new treatments and positively impacting patients worldwide.
- As an international translator, I am responsible for linguistically and culturally interpreting written material, maintaining or replicating the original text's structure and style while accurately conveying its ideas and facts.
- I am fluent in two or more languages and have the skills to research industry-specific terminology. I strive for accuracy and quality, applying problem-solving skills to address complex content and instructions. Additionally, I built strong relationships with the IQVIA Translations Services team.

SUNDAR INTERPRETATION AND TRANSLATION, LLC

CERTIFIED MEDICAL & LEGAL TAMIL TRANSLATOR, INTERPRETER & TRANSCRIBER

ROME, GA (HYBRID)

JAN 2019-PRESENT

RELIABLE TRANSCRIPTIONIST / HIGH ACCURACY / LEGAL & GENERAL AUDIO & VIDEO / CUSTOMIZATION

Services: Interpretation, Translation, Transcription, MTPE/Editing/proofreading/Reconciliation, Back Translation, Review, Cognitive Debriefing, Language instruction, Native speaker conversation, Software localization, Voiceover (dubbing), Training, Subtitling, Transcreation, Copywriting, Vendor management, Project management, Operations management

Expertise, specializing in: Poetry & Literature, Government, Politics, Science, Religion, Advertising / Public Relations, Business/Commerce, Certificates, Diplomas, Licenses, CVs, Telecommunications, Computers, Law: Contract(s), Agriculture, Architecture, Economics, International Org/Dev/Coop, Internet, e-Commerce, Medical, Human Resources, Law.

PROFILE SUMMARY:

- As a professional translator with over 7 years of experience, I provide high-quality translation services to individuals and businesses.
- I am proficient in both Tamil<>English, and my expertise in these languages allows me to provide translations that are not only accurate but also convey the intended message effectively.
- My extensive experience in the field has enabled me to develop a keen understanding of language nuances, allowing me to provide accurate, culturally sensitive translations.
- I am a professional transcriptionist with experience handling a wide range of audio formats, including interviews, meetings, podcasts, academic discussions, and legal recordings.
- I specialize in converting spoken content into accurate, well-structured written transcripts.
- I am particularly skilled at working with difficult audio, including background noise, crosstalk, and unclear speech.
- I use noise-filtering software, variable playback techniques, and research context when needed to ensure high accuracy.
- In one project involving heavy background noise and overlapping voices, I produced a transcript with 98% accuracy, earning recognition for my attention to detail and problem-solving approach.
- I also have experience in industry-specific transcription, particularly in legal settings, where precision, confidentiality, and accurate terminology are crucial.
- I adhere to strict confidentiality standards and recognize the importance of accuracy in professional documentation.

FLUENT LANGUAGE SOLUTIONS, INC

LANGUAGE LINE ONSITE INTERPRETER TEAM

CUSTOMER: APSCA - ASSOCIATION OF PROFESSIONAL SOCIAL COMPLIANCE AUDITORS

**CORECHI-PERFORMANCE™ (CORECHI-P™) CERTIFIED PROFESSIONAL SOCIAL COMPLIANCE AUDITOR
INTERPRETER**

ROME, GA (HYBRID)

MAY 2024 – PRESENT

Telephone Interpreting, Video Interpreting, Onsite Interpreting, and Document Translation - Since 1989, Fluent Language Solutions has helped tens of thousands of clients across the country overcome language barriers with the highest-quality interpreting and translation services available in over 180 languages. At Fluent, we are experts in interpreting and translating—it is our sole business. With the broadest array of services and the most stringent quality-control processes in our industry, our integrated approach to service delivery ensures you receive the highest-quality service at the most cost-effective price. Complete Access to Any Language, Anytime, anywhere: Fluent covers more languages across more service disciplines than competitors.

- Help future auditors interpret by becoming an APSCA Certified Social Compliance Auditor.
- Interpret consecutively and simultaneously for multiple skilled auditors and audit managers remotely, through video platforms, and in-person audits.
- Traveled both domestically and internationally to participate in all-day and all-week factory visit audits between Tamil auditors and Australian factories.
- Meets ambitious standards of social compliance audit terms, terminologies, and definitions.
- Completed multiple social audit terminology examinations.
- Have conducted over 100 successful audits of companies, factories, and industries.

ADVOCATE HEALTH (ATRIUM HEALTH FLOYD)

CRAT CERTIFIED CARDIOVASCULAR TECH

CORECHI-PERFORMANCE™ (CORECHI-P™) CERTIFIED MEDICAL INTERPRETER

ROME, GA (ONSITE & FULL-TIME)

DEC 2018 - PRESENT

As a Certified Rhythm Analysis (CRAT) Cardiovascular Technician, I monitor cardiac devices to ensure safe patient care by recognizing arrhythmias. I also perform clerical and receptionist duties as a Health Information Management

Systems Embedded ROI Processor, processing medical record requests and maintaining patient charts. Additionally, I serve as a Certified Healthcare Tamil Language Interpreter, ensuring equal access and positive clinical outcomes by facilitating communication between Limited English Proficient (LEP) customers and the care team.

As a **CRAT-Certified Cardiac-Monitoring Technician**, I am responsible for:

- Provide continual surveillance of electronic monitors for one or more patients in a centralized telemetry monitoring station, with the ability to recognize normal and abnormal rhythms.
- Measure and interpret patients' cardiac rhythms, and document records in accordance with departmental standards and guidelines.
- When receiving information from units or management, answer the telephone and communicate well.
- Communicate clearly and completely with nursing unit personnel when delivering information about changes in cardiac rhythm.
- Document changes in rhythm and report them promptly, following established protocol.
- Alert nursing personnel to such rhythm changes and new occurrences, and obtain a graphic tracing for each documented event.
- Print and interpret rhythm strips every four hours and place them in the patient's chart at the end of each shift.
- I have acquired a thorough knowledge of arrhythmia recognition.
- Assured monitoring equipment and supplies are available and ready for use.
- I must also perform and report pulse oximetry monitoring.
- Blood pressure monitoring and reporting, accountable for alarm limit settings on the monitors.
- Work as a liaison between the care team, cardiologists, and electrophysiologists to maintain the consultations requested by the general physicians.
- Follow established policies for placing telemetry leads on patients and troubleshooting any related telemetry issues.
- Compile new and current charts and enter patient information into the chart, perform clerical duties related to admission and discharge of patients, charges, and supply orders.
- Answer the telephone and intercom, take messages, communicate information to the appropriate person, call and follow up with consultants, cardiologists, and other Technicians, especially about Pacemaker Interrogation, orient and mentor new staff members, and serve as a resource for training and troubleshooting for the CMU and nursing units, operate and troubleshoot monitoring equipment.

As a **Healthcare Interpreter**, I am responsible for:

- Proactively respond to requests for language access in healthcare settings, including in-person interpreting, telephone interpreting, video interpreting, and basic Translation.
- Leverage technology, as needed, to deliver services in various modalities.
- Troubleshoot fundamental application issues with software and customers as needed.
- Maintain relationships with internal customers and make informed decisions regarding the most suitable interpreter modalities. Strive always to contain costs and leverage vendor relationships as needed.
- Interpret information regarding the patient's and family's healthcare needs. Scenarios may include patient education, appointments, discharge instructions, procedures, emergency encounters, assessments, and other relevant activities.
- I interpret accurately and concisely while considering cultural implications and idiomatic language differences.
- Fully abide by the healthcare system's professional conduct standards, execute job duties ethically, and follow national practice standards.
- Translate basic written information as needed, adhering to department guidelines.
- Serve as a cultural mediator and educate customers appropriately.
- Speak English and foreign languages in simple, understandable terms and have an intact sense of sight and hearing.
- They have been mobile throughout the entire healthcare system. I can deliver language access via in-person, telephone, and video remote modalities.
- Demonstrated oral/written language pair competency by completing an Interpreter Language Assessment.
- I completed a 40-hour Medical Interpretation Training Program.
- Answer the telephone professionally when receiving information from units or management.

- Alert nursing personnel of any further communication from the patient or the patient's family of any new occurrences, and complete documentation in the charts.
- Work as a liaison between the care team, cardiologists, and electrophysiologists to maintain the consultations requested by the general physicians.
- Perform clerical duties related to admission and discharge of patients, charges, and supply orders.
- Answer the telephone and intercom, take messages, and communicate information to the appropriate person. Call and follow up with consultants, cardiologists, and other Technicians, especially regarding Pacemaker Interrogation for LEP (limited English proficiency) patients.
- Assist such visitors in the nursing units.

WALGREENS CO.

LICENSED PHARMACY TECHNICIAN

ROME, GA

NOV 2018-JAN 2024

I am enthusiastic about caring for others. I build trust and deliver solutions by understanding patients' and customers' needs. I am committed to providing care and making everyone's day better through my interactions and efforts. I succeed by partnering with the team to achieve results and inspire one another to bring out the best in everyone. I consistently deliver the tools and technology I embrace to our brand. I am the face of Walgreens – delivering extraordinary customer care and energizing others by taking the time to make them better.

As a **Licensed Pharmacy Technician**, I had to:

- Follow state and federal regulations, company policies, and procedures, and assist the pharmacist(s) on duty under direct supervision in performing all pharmacy-related duties and responsibilities.
- Assume accountability for utilizing pharmacy systems to access patient and medication information, accurately process prescriptions, and provide guidance and support to fellow pharmacy technicians in the operation of pharmacy systems and cash registers.
- Model and deliver distinctive and delightful customer experiences.
- Engage with customers and patients by greeting them and helping with products and services.
- Resolve customer issues and answer questions to ensure a positive customer experience.
- Share customer service best practices with all team members to deliver a distinctive and delightful customer experience, including interpersonal habits (e.g., greeting, eye contact, courtesy) and Walgreens service traits (e.g., proactively offering help, identifying customer needs, servicing until customers are satisfied).
- Perform duties as assigned by the Pharmacy Manager, Staff Pharmacist, and Store Manager, including utilizing pharmacy systems to enter patient and drug information, ensuring information is accurate, filling prescriptions by retrieving, counting, and pouring pharmaceutical drugs, verifying medicine is correct, insurance, and workers' comp claims, and checking for interactions. Assist pharmacists with scheduling and workflow management.
- Report immediate prescription errors to pharmacists on duty and adhere to Company policies and procedures concerning pharmacy errors and the Quality Improvement Program.
- Be accountable for registering all related sales on the assigned cash register and collecting and handling cash as required.
- Collaborate effectively as a team, coordinating work site activities with fifteen colleagues locally and much more regionally.
- I have the time management skills to fulfill work requests quickly and effectively, and I have supported about a dozen projects.

THE KROGER COMPANY

LICENSED PHARMACY TECHNICIAN

ROME, GA

MAR 2018-NOV 2018

I provided exceptional customer service to help people live healthier lives by treating our customers and employees fairly and ethically, providing a safe, clean, and inclusive environment, being a responsible member of the community, and offering the

right products, services, and care at the right time with fair and accurate pricing. I have provided direct patient intervention by offering health and wellness services and experiences relevant to the patient, as permitted by and consistent with state and federal laws. I have demonstrated the company's values of respect, honesty, integrity, diversity, inclusion, and safety.

As a **Licensed Pharmacy Technician**, I had to:

- Prepare and deliver online orders that exceed customer expectations for ease of shopping, variety, and freshness of all their shopping needs, including frozen products, Chilled items, ambient materials, oversized items, and service orders.
- Adhere to the Health Insurance Portability and Accountability Act (HIPAA) regulations and the company's policies.
- Assist pharmacists in all responsibilities except those that require a pharmacist's professional judgment.
- Provide stellar customer experience while accurately and efficiently completing all reception, data entry, adjudication, and product dispensing steps.
- Acknowledge and follow the company guidelines on cash register operation and all cashier handling policies to prevent loss. This includes managing electronic fund transactions, such as Credit/Debit Cards, EBT, and Gift Cards, as well as cash and check transactions.
- Understand and adhere to guidelines on accepting and tendering vendor coupons, as well as on cash shortages and company shrinkage.
- Answer the phone, triage calls, and respond to inquiries as needed.
- Count, measure, and prepare specified products in accordance with the company's best practices.
- Put away legend orders, including Central Fill deliveries.
- Maintain departmental standards by keeping workstations and customer waiting areas clean and organized.
- Understand and follow the company guidelines on computerized inventory management, control, and ordering of all medications, devices, supplements, and supplies.
- Understand and perform ordering functions with primary and secondary wholesalers.
- Comply with and reinforce all food safety, sanitation, and safety regulations/guidelines/procedures and programs according to company, local, state, and federal health code regulations; identify unsafe conditions and notify store management.
- Comply with local, state, and federal regulations; report all illegal activity, including robbery, theft, or fraud.
- Scan and bag products to fulfill customers' online orders, carefully following specific customer instructions to ensure quality handling and bagging.
- Ensure quality and freshness of all items while meeting and exceeding timeliness and efficiency standards.
- Stand for extended periods, walk often, and frequently stoop, kneel, or crouch.

CVS PHARMACY
LICENSED PHARMACY TECHNICIAN
ROME, GA
MAY 2018-JULY 2018

The CVS Licensed Pharmacy Technician role required me to display great diligence. I thrived in a challenging environment while remaining patient, assisting customers with a wide range of needs. Multitasking was crucial to my continued success, as my daily responsibilities ranged from ringing up merchandise to filling prescriptions.

As a **Licensed Pharmacy Technician**, I had to:

- Prepare medications by reviewing and interpreting physician orders and detecting therapeutic incompatibilities.
- Dispense medications by compounding, packaging, and labeling pharmaceuticals.
- Control medications by monitoring drug therapies and advising interventions.
- Prepare labels and fill prescriptions, pre-packaging common medications, which results in a 20% faster order completion.
- Streamline data management procedures by reducing the number of categorical inputs and administrative work time by 32%.
- Train new pharmacy technicians to improve customer service standards by 24%.
- I have consistently provided outstanding customer service, resulting in a 37% increase in client retention.

- Assist in transferring the entire patient database to the new system, swiftly learning the use of the new system, and serving as Lead Trainer for the rest of the staff.
- Play a meaningful role within the CVS Health family.
- I excel in a growing, high-impact, customer-focused role, working independently and as a team member to positively impact others.
- Ring up purchases, process payments, handle customer issues, and answer product, policy, and service questions.
- Use computerized point-of-sale systems to process payments and complete transactions.
- Assist sales and stock staff in completing daily tasks during periods of low activity.

THE MARQUIS LLC

Project: The Choicegen Liferay Platform

SENIOR RECRUITMENT HR MANAGER

ATLANTA, GA

DEC 2016-DEC 2018

Recruitment Responsibilities involved Liferay, Java/J2EE, Alfresco, MySQL/Mongo/, and Maria—all *other open-source software development and administration teams*. Choicegen's proven leadership and experience with open-source technologies enable the delivery and deployment of large, complex solutions that integrate proprietary and legacy technologies. My role as a liaison helped organizations with a traditional IT model leverage the flexibility and cost savings of an open IT environment. During my tenure, every project team at my company worked diligently to meet and exceed our clients' unique business goals.

As a ***Senior Recruitment HR Manager***, I had to:

- Take charge of Full-cycle recruiting for Permanent, Contract, and Temporary roles in intermediate to senior-level positions in Administration, Finance/Accounting, Marketing, Sales/Business Development, Account Management, and mid to senior-management level Operational positions.
- I have completed the entire recruitment cycle for Liferay Portal World through Choicegen, an open-source technology consultancy specializing in Liferay architecture, Development, and support.
- I specialize in recruiting the industry's top-notch engineers and analysts who support the entire lifecycle of content management, enterprise portals, and development projects. I hired and deployed a range of talented individuals across this network of open-source platforms.
- Cold-calling multiple senior management/executive leads helps establish contact and introduce the firm's in-depth industry knowledge and recruiting expertise.
- Negotiate rates with new and existing clients; assist candidates in negotiating salary, incentives, and vacation entitlement.
- Establish a pipeline of candidates for open job orders.
- Process payroll for over forty-five employees and conduct credit checks for clients.
- Implement recruiting strategies to meet high-volume staffing goals and requirements.
- Evaluate and screen talent, presenting them to over thirty clients in the GA region, nationally, and internationally.
- Conduct background and drug screening (Swab Testing).

POISE INCORPORATED

SENIOR RECRUITMENT HR MANAGER

WELLINGTON FL

Nov 2013-Nov 2016

A minority-owned professional IT and Telecommunications staffing and services company founded in Collinsville, Connecticut, in 2000. As a Recruiter, I was part of a talented team that provided high-quality services for contract, contract-to-hire, and direct-hire opportunities throughout the continental United States and other international branches.

As a ***Senior Recruitment HR Manager***, I was responsible for:

- Recruitment and placement across IT, professional services, finance, retail, manufacturing, software, communications, and more.

- I have successfully conducted a Nationwide search to source high-level e-commerce IT executives to head up the US's largest HVAC & e-commerce retailer. I competed with the client's internal recruitment team and five other third-party recruitment firms.
- Oversaw staff training, mentoring, supervision, performance reviews, and assisted Partners with hiring.
- I specialize in placing highly skilled artists and developers in major AAA studios and interactive companies on a project and full-time basis.
- I have recruited multiple creative and technical IT positions, including *3D Artist, Environmental Artist, Character Artist, Weapon Artist, Vehicle Artist, Hard Surface Modeler, Animator, Artist, Designer, Game Developer, Graphic Designer, Visual Designer, Mobile Designer, and Developer.*

**ACROSS BORDERS MANAGEMENT & CONSULTING GROUP
(NOW INTEGRASS IT STAFFING & TALENT)
SENIOR RECRUITMENT HR MANAGER
LAKE MARY, FL
APR 2011-NOV 2013**

I have provided leadership, supervision, and training to junior recruiters, sales, and administrative staff while serving in roles including Lead Recruiter, Business Development Manager, and Account Manager at a boutique IT, Finance/Accounting, and Risk Management Search/Recruitment firm.

As a **Senior Recruitment HR Manager**, I had to

- Started as a sole member in this recruitment firm with a phone, a desk, a computer, and much determination; within ten months, I had 11 temp/contractors on our payroll and a full slate of clients, such as Geisinger Hospital, BCBS, BCN, Volkswagen, Macy's, Fiserv, etc., with a team of 15 recruiters reporting to me directly.
- Implement innovative consulting and recruitment solutions for IT/Technology, Professional Services, Financial Services/Banking, Retail, Manufacturing, Software Development, Communications, etc., organizations.
- Sourced and identified top talent for mid-level to senior and executive-level positions for contract engagements and permanent opportunities.
- Qualify and research job requirements to fully understand mandates and deliver top-notch candidates every time.
- Vet candidate experience/skill sets against client requirements; conduct in-depth candidate interviews (telephone, Skype, face-to-face) to assess personality fit for clients' organizational/team culture and management style.
- Conduct business development by skill-marketing exceptional candidates to existing and prospective clients.
- Negotiate Fee Agreements, Master Service Agreements, Statements of Work (SOWs), salary, incentives, and vacation entitlement.
- I oversaw staff training, mentoring, supervision, and performance reviews, and assisted the Partners in hiring new employees.

**EHL, THE ENERGY HELPLINE
QUALITY ASSURANCE EXECUTIVE
CHENNAI, INDIA
MAR 2010-MAR 2011**

Some of the most incredible soft skills and developments I learned from working this job are Coaching, communication skills, conflict management, customer relations, customer service, employee relations, hiring, leadership, performance management, quality, recruiting, sales, total quality management, workflow analysis, call center, staffing, strategic planning, and supervisory skills.

As a **Quality Assurance Executive**, I had to:

- Listen to recorded conversations of call center representatives to ensure they are subject to quality assurance policies and screening.
- Process customer orders on time, meeting quality standards and expectations.
- Interact with customers to assess the ongoing quality and efficiency of the order fulfillment process.
- Coordinate and oversee product exhibits at various food shows throughout the UK.

- Screen the calls for productivity to ensure compliance with established standards and performance effectiveness.
- Train junior staff on the ACD system, metrics/reporting capabilities, and up-selling/cross-selling.
- Develop a call-monitoring system focused on quality assurance.
- Develop and implement a quality assurance training program to enhance customer satisfaction and improve overall quality.
- Assist in developing the website to maximize e-commerce revenue.
- Provide leadership to enhance departmental processes and practices while maintaining a positive, spirited work environment.
- Implement an Employee of the Month program to motivate staff to increase productivity and sales. Results increased revenue by 35%.

Education & Certifications

- *Master of Arts: English Literature- Bharathidasan University, India 2014*
- *Bachelor of Arts: English Literature - Bharathidasan University, India 2012*
- *CRAT - Certified Rhythm Analysis Technician - Cardiovascular Credentialing Institute, CCI, June 2023*
- *CoreCHI-Performance™ (CoreCHI-P™) Certification by Certification Commission for Healthcare Interpreters (CCHI), May 2025*
- *Certified US Immigration Courts Interpreter for DOJ-EQIR*
- *Federal Court Interpreter Certification Examination (FCICE) passed*
- *Supreme Court of Georgia Certified Interpreter pending Licensure*
- *Active Certified Adult Mental Health First Aid USA - National Council for Mental Wellbeing*
- *Active Pharmacy Technician License (PHTC045196) - State of GA, Georgia Board of Pharmacy*
- *Active BLS Certification - American Heart Association, USA*
- *Active CPI Certification - Crisis Prevention Institute, USA*
- *Active DCP Champion Certification - Atrium Health Office of the Diversity, Inclusion & Equity*
- *Bilingual: **English and Tamil** with Active Certificates from ACTFL Oral Proficiency Interview Exams.*

Professional Affiliations

- *American Translators Association (ATA), ATA Chapters, Affiliated Groups, and Other Groups*
- *National Association of Judiciary Interpreters and Translators (NAJIT)*
- *National Council on Interpreting Health Care (NCIHC)*
- *International Medical Interpreters Association (IMIA)*
- *American Foundation for Translation and Interpretation (AFTI)*
- *American Translation and Interpreting Studies Association (ATISA)*
- *International Association for Translation and Intercultural Studies (IATIS)*
- *The American Literary Translators Association (ALTA)*
- *The National Board of Certification for Medical Interpreters (NBCMI)*
- *Certification Commission for Healthcare Interpreters (CCHI)*
- *Cross-Cultural Communications (CCC)*
- *Translators without Borders (TWB)*

What I Offer

- Audio/Video Transcription (Interviews, Meetings, Calls, Podcasts, Webinars)
- Legal and Professional Terminology Familiarity
- Timestamping / Speaker Labeling / Formatting to Client Standards
- Confidential, Accurate, and On-Time Delivery
- Friendly Communication & Smooth Collaboration
- Engaging with new translation company clients
- Networking with other language professionals
- Finding trusted individuals to outsource work to
- Building and growing a translation team
- Getting help with terminology and resources
- Buying and learning new work-related software
- Accurate service, fast delivery & reasonable prices