

Luis José Quirindongo

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Professional Profile

Spanish/English language specialist, native speaker of both **US English** and **Latin American Spanish**, with **16 years of experience** providing linguistic services across many variants of English and Spanish, especially Latin American Spanish. Delivered over 9.4 million words, 3,000 minutes of transcripts and 200 hours of subtitles to date.

I have a versatile toolbox of skills, including:

- Knowledge in CAT tools such as Trados, MemoQ, Phrase/Memsource, XTM and Plunet.
- Project management, including scheduling, budgeting, talent procurement and file preparation;
- Consecutive interpreting, customer service and creating abstracts/summarizing.
- Localization, QA, editing, transcription, DTP and advanced document/PDF conversion.

Summary:

- Provided DTP for large electronics and industrial machinery manuals translated into European Spanish. Worked heavily with Adobe InDesign, PDF conversion, OmniPage, Microsoft Visio and Adobe Photoshop.
- Understanding many cultures and forms of Spanish, as well as the etiquette of customer service, and following emergency protocols.
- Manage localization projects end-to-end, including timelines, deliverables, and coordination with internal teams and external vendors or translators.
- Accurately interpret conversations between English and Spanish speakers in real-time over the phone.
- Maintain confidentiality and professionalism while interpreting sensitive information.
- Follow ethical codes that protect the confidentiality of information.
- Edit, format, and prepare translated materials using Adobe Creative Suite (e.g., InDesign, Acrobat) to maintain original design layouts and branding consistency.
- Translate written documents from English to Spanish and vice versa, ensuring linguistic and cultural accuracy.

Education

Bachelor of Science in Accounting and Finance

Southern New Hampshire University – September 2021

- **GPA: 3.963**

Work Experience

Freelance Medical Interpreter

05/25-Present

Proprio Interpreting

- Providing accurate consecutive interpreting services for clinics, patients, doctors, nurses and surgeons who need to communicate with Limited English Proficiency (LEP) patients.
- **Maintain a top-tier rating (94% satisfaction)** by demonstrating native-level proficiency when speaking Spanish or English
- **Became HIPAA certified.** Proved the skills acquired from previous interpreting jobs: customer service, rules of interaction, script adherence, confidentiality.
- Handled emergency calls with the urgency required by law.
- Used an empathetic tone for patients going through traumatic events.
- Followed through on calls up to three hours long, and showed special patience and empathy to the elderly, the disabled and the victimized.

Full-Time Over-the Phone Interpreter

9/24-05/25

LanguageLine Solutions

- Provided effective consecutive interpretation for LanguageLine Solutions, ensuring clear communication between clients and Limited English Proficient Spanish speakers.
- Built a strong foundation of knowledge in various service tiers, such as medicine, government procedures, financial services, legal counsel and more.
- Accurately interpret conversations between English and Spanish speakers in real-time over the phone.
- Learned about concise note-taking, HIPAA regulations, and client disclosures.
- Proofread translated documents for grammar, spelling, punctuation, and context accuracy.
- Maintain consistency in tone, terminology, and formatting.
- Work with translated content in Adobe InDesign to format and design multilingual materials.
- Ensure that translated text is accurately placed and visually consistent with the original layout.
- Delivered excellent customer service, maintaining confidentiality and an accurate vocabulary, while typing at a speed of 60 WPM.

Part-Time English Spanish Interpreter (OPI)

4/24-9/24

United Language Group/NICE InContact

- Providing simultaneous interpretation of customer service calls, medical service calls and emergency dials.
- Scheduling a 20-hour agenda weekly to provide the required interpretation time.
- Work with translated content in Adobe InDesign to format and design multilingual materials.
- Provide accurate and culturally appropriate real-time interpretation between English and Spanish for meetings, interviews, and presentations.
- Translate a variety of written materials (e.g., documents, reports, digital content) from English to Spanish and vice versa, ensuring linguistic and contextual accuracy.
- Coordinate translation and localization projects from initiation through delivery, including timelines, resource allocation, and stakeholder communication.
- Edit, format, and prepare translated materials using Adobe Creative Suite (e.g., InDesign, Acrobat) to maintain original design layouts and branding consistency.
- Adapt translations for regional linguistic preferences and cultural nuances to ensure messages resonate with target audiences.
- Provide insights on cultural appropriateness during marketing, training, or customer-facing content development.
- Provide language assistance and recommendations to teams to support bilingual communications and customer support.
- Understanding many cultures and forms of Spanish, as well as the etiquette of customer service, and following emergency protocols.

Localization Specialist

12/22-3/24

Toyota Motors

- Translating online course content for auto sales personnel and internal education content for Toyota employees.
- Ensuring that interactive/audiovisual course content is fully functional after the translation process is complete.
- Translate and adapt content (e.g., product descriptions, UI, marketing materials) from the source language to the target language, ensuring cultural relevance and linguistic accuracy.
- Manage localization projects end-to-end, including timelines, deliverables, and coordination with internal teams and external vendors or translators.
- Provide linguistic guidance and ensure localization requirements are incorporated early in the development process.
- Create and maintain glossaries, style guides, and translation memories to ensure consistency across languages and content types.
- Recommend and implement process improvements and automation in localization workflows.

- Providing editorial support as the main translator for Puerto Rico and support with migration to offline CAT tools.

Subtitle and Closed Captions Specialist, Mexican Spanish

02/17-10/22

Deluxe Media

- Provided subtitling services for post-production giant Sfera Studios, including series, movies and trailers.
- Tasks included subtitle transcription, translation and timing, EMT and translated template creation, quality assurance, closed captions (CC), complex conforms, metadata / VAM translations. Familiar with Netflix, Disney, Paramount, WB guidelines regarding timing, speaker hyphens, shot changes and sound cues.
- Translate English dialogue into Mexican Spanish, ensuring that subtitles convey the original meaning, tone, and cultural nuances. This includes adapting idioms, humor, and colloquial expressions appropriately.
- Review and edit subtitles for grammatical accuracy, spelling, punctuation, and formatting. Ensure consistency in terminology and adherence to client-specific guidelines
- Native-level fluency in Mexican Spanish with excellent writing skills. Strong understanding of English, including the ability to comprehend various accents and dialects.
- Trusted with movies like The Eternals, Daredevil (Marvel), The Night House, The Last Duel (Disney), classics like Annie Get Your Gun and West Side Story, and series like Wu-Tang, The Amazing Race, Yukon Vet and The Lost Treasures of Egypt, among others.

Translator, Financial and Legal, LATAM Spanish

07/19-07/21

Linguistic Systems

- Translated court discovery documents and court transcripts from long-running litigation by American financial regulators against a Colombian petroleum conglomerate.
- Translate complex financial and legal materials from English into LATAM Spanish (and potentially vice versa) with high accuracy, ensuring the intended meaning, tone, and context are preserved.
- Ensure translations are culturally appropriate and localized for LATAM Spanish-speaking audiences while maintaining legal and financial terminology standards.
- Maintain and contribute to financial and legal terminology databases and translation memories (TMs) to ensure consistency across projects.
- Communicate regularly with project managers, editors, and other linguists to clarify ambiguities, meet deadlines, and ensure project requirements are met.
- Handle all documents with the highest level of confidentiality and comply with data protection regulations and client-specific security protocols.
- Entrusted with rush translations where a QA stage was unviable. Reduced project's QA expenses by up to 10% and ultimately helped US agencies keep their case on schedule.
- Within three months, became a go-to person for financial records and large US contracts.

Post-Editor, Machine Translation (MTPE)

03/18-07/19

Amazon.com

- Provided post-editing for large groups of Amazon listings for Mexico and Spain.
- Trained Amazon's Neural Machine Translation engine. My team visibly reduced flaws to 3% in 5 months.

Financial Transcriptionist

08/17-02/18

Global Lingo Ltd.

- Delivered 90 minutes daily of "smart verbatim" earnings call transcripts for several major companies.
- Through research, mastered terminology and acronyms regarding finance, marketing, banking, manufacturing, project management, trading, macroeconomics, management and ops logistics.
- Trusted with next-day earnings calls for Citigroup, Fidelity, Bank of America, EY, HillTex and DuPont.

Desktop Publishing (DTP) Specialist, Castilian Spanish

05/15-01/17

Traducciones Tagoror

- Provided DTP for large electronics and industrial machinery manuals translated into European Spanish. Worked heavily with Adobe InDesign, PDF conversion, OmniPage, Microsoft Visio and Adobe Photoshop.
- Created OCR templates for Trados in Word replicating all scanned formatting, tables and complex layouts. Made replicas of diagrams in Visio or Word. Translated images in Photoshop.
- Apply consistent and culturally appropriate layout and formatting to translated content in Castilian Spanish.
- Adapt charts, graphs, and images to align with Castilian Spanish language norms and region-specific conventions.
- Use DTP tools such as Adobe InDesign, Illustrator, Photoshop, FrameMaker, and Microsoft Office Suite.
- Work with localization tools (e.g., SDL Trados, memoQ) for handling bilingual file formats and translation memory.
- Perform pre- and post-production QA checks for linguistic accuracy, layout integrity, and typographical issues.
- Work closely with localization teams, graphic designers, and technical writers to produce high-quality deliverables.
- Communicate effectively to resolve issues related to formatting or cultural adaptation in Spanish.
- Managed to output, in two occasions, up to 1,200 pages in 5-6 days. Became the go-to person for fixing issues across different versions of Word, InDesign and Acrobat, as well as Trados/MemoQ import errors.

Editorial Associate, Caribbean Region

04/07-01/10

Lionbridge International

- Started by handling most editing jobs for Puerto Rico. I went on to provide mandatory feedback and manage term and style databases for other countries in the Caribbean and was finally assigned managerial duties in late 2008.
- Oversaw the linguistic side of marketing campaigns and the entry of corporate clients into the Caribbean. The latter included firms like Fidelity Investments, Chick-fil-A, Aetna and more.
- Collaborated with Vendor Management and the North American Language Lead by providing feedback on decisions regarding vendors, projects and CAT tools as needed.
- Personally managed other projects upon request.