

MARIANA PAZ

TECNOLINGO FOUNDER | TECHNICAL TRANSLATION AND INTERPRETATION | EN-ES

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PROFESSIONAL SUMMARY

Bilingual professional (English C2 / native Spanish speaker) with over 5 years of experience in remote and intercultural settings, including English-Spanish consecutive interpreting, English instruction, and providing customer service to English-speaking clients in regulated sectors such as healthcare. Founder of Tecnolingo.io, specializing in EN-ES technical translation for technology and SaaS companies. Combines terminological accuracy, cultural sensitivity, and the handling of sensitive information with a strong commitment to quality.

EXPERIENCE

ENGLISH-SPANISH CONSECUTIVE INTERPRETER (REMOTE) (February 2025 - Present)

One World Global Services

- *Real-time interpretation for healthcare providers and government program representatives, ensuring accurate and confidential communication between English and Spanish speakers.*
- *I have accrued over 640 hours of consecutive interpretation experience.*
- *Translation of complex medical and insurance terminology with clarity and cultural sensitivity.*
- *Handling of sensitive conversations with professionalism and emotional intelligence.*
- *Compliance with HIPAA standards in all interpretation sessions*

PROVIDER SERVICES REPRESENTATIVE (REMOTE) (May 2023 - February 2025)

NGA Healthcare

- *Main point of contact for healthcare providers on insurance billing matters, with bilingual support.*
- *Reduced case processing time from weeks to less than 48 hours through workflow optimization.*
- *Handling inquiries via mail and telephone in compliance with regulations governing sensitive health information.*

ENGLISH COACH (REMOTE)

January 2020 - May 2023

Políglota

- *Taught more than 1,500 hours of instruction with excellent learning outcomes.*
- *Recognized as an "Outstanding Coach" (December 2021) based on positive student feedback and performance results.*
- *Managed group communication, tracked attendance, and provided individualized support to students.*

LANGUAGES

- **Advanced English (C2)**
- **Native Spanish**
- **Intermediate French (B1)**

EDUCATION

HUBSPOT ACADEMY (ONLINE) - 2025

Inbound Marketing

KAYA (ONLINE) - 2025

Proposal Writing for Non-Profits

UNIVERSIDAD METROPOLITANA (VE)

Liberal Arts Graduate

GPA: 5.6 / 6.0 | Top 5 of class

SKILLS

- *Proficiency with interpretation platforms such as Propio*
- *CRM and support tools*
- *Basic knowledge of Zendesk/Freshdesk*
- *Experience with Trello, Google Workspace, Monday.com*
- *Proficient in Google Sheets & G Suite*
- *Canva*
- *Capcut*
- *Remote collaboration | Adaptability to different time zones*
- *Technical translation and interpretation (EN-ES)*
- *Specialized terminology (healthcare, business, technology)*
- *Active listening and intercultural empathy*
- *Attention to detail and handling of confidential information*