

JULISSA ESTHER SUERO TEJEDA

Santo Domingo Este, Dominican Republic

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Objective

Give an excellent service on the position that I might hold, helping the progress of this institution. Showing my skills, competences, and increasing my knowledge, at the same time, based on new acquired experiences.

Work Experience

September 2015 - October 2019 **Technical Translator / Amdocs**

- Translated presales and post sales material (proposals, post-sale requirements, contracts) from Spanish to English and English to Spanish.
- Supported relationships with internal customers, providing response within aggressive timescales.
- Complied with document templates and skeletons to ensure deliverables comply with company standards and the corporate look and feel.

August 2013 - April 2015

Register and Control Coordinator (Human Resources) / National Institute of Cancer Rosa Emilia Sánchez Pérez de Tavares

- Generated personnel actions for sickness, permission, maternity leaves and vacations.
- Recorded and made follow up in the TSS new pregnancies, medical leaves, and pre and post-natal leaves.
- Transacted new dependents' inclusion into their medical insurance (SDSS).

January 2013 - May 2013

AT&T Certified Performance Specialist (Trainer) / Alorica

- Delivered the Language and Product training material to the trainees.
- Created and managed the Language training curriculum, maintenance of the course catalog. Performed management and supervision of the class (up to 25 trainees), kept record of attendance, transfers, and performance documentation through the training database and records system.

April 2012 - January 2013

Quality Control Supervisor / Opinion Access Dominicana

- Oversaw the Quality Control Department in Dominican Republic.
- Translated documents from English to Spanish and vice versa with the highest degree of accuracy. Ensured compliance with industry established guidelines.
- Coordinated and monitored the activities of 8 quality control monitors, assigning tasks and following up on each one of them.

April 2008 - January 2012

All Call Interpreter / Language Line Services DR

- Interpreted from English to Spanish, and vice versa. Provided Customer Care and Customer Service (Including areas, such as: Financial, Medical, Insurance, Legal, Utilities, 911, among others).

Education

May 2014 - Present

Postgraduate in Human Resources Management

Dominican University of Industrial Psychology (UPID)

January 2005 - July 2010

Cum Laude Surveyor Graduate

Autonomous University of Santo Domingo (UASD)

Courses / Seminars

- **Project Management Fundamentals.** Project Management Institute (PMI). December, 2016.
- **Strategic Planning.** National Institute of Public Administration (INAP). April, 2014.
- **Leadership.** National Institute of Public Administration (INAP). April, 2014.
- **Coaching and Emotional Intelligence.** National Institute of Public Administration (INAP). March, 2014.
- **Orthography and Redaction.** National Institute of Technical Professional Formation (INFOTEP). December, 2013.
- **Real Estate Appraiser.** ITADO. November, 2012.
- **Civil 3D.** Training Solutions. June, 2011.
- **Excel – Advanced.** Training Solutions. June, 2011.
- **Cost and Budget.** Training Pc Solutions. March, 2011.
- **Management Skills.** National Institute of Technical Professional Formation (INFOTEP). May, 2010.
- **Trainer for Professional Training.** National Institute of Technical Professional Formation (INFOTEP). April – July, 2007.

Language	Level
Spanish	Fluent
English	Fluent
French	Basic

Personal Skills

- Results-driven achiever with exemplary planning and organizational skills, along with a high degree of detail orientation.
 - Hands-on results focused.
 - Resourceful team player who excels at building trusting relationships with customers and colleagues.
 - Exceptional listener and communicator who effectively conveys information verbally and in writing.
 - Self-Motivated with the ability to work with little or no supervision.
 - Effective Time Management.
 - Goal-driven leader who maintains a productive climate and confidently motivates, mobilizes, and coaches employees to meet high performance standards.
 - Flexible team player who thrives in environments requiring ability to effectively prioritize and juggle multiple concurrent projects.
 - Personable professional whose strengths include cultural sensitivity and an ability to build rapport with a diverse workforce in multicultural settings.
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