

## JEANCY MPOYI

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## PROFESSIONAL SUMMARY

Versatile and results-driven professional with extensive experience in **over-the-phone interpretation, medical interpretation, translation, virtual assistance, web development, and data analysis**. Skilled in **multilingual communication**, ensuring precise and culturally appropriate interpretation in **French, English, Lingala, and Tshiluba**. Adept at facilitating communication in **healthcare, legal, business, and community settings**. Proven ability to manage high call volumes, accurately convey medical terminology, and provide top-quality interpretation services.

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## CORE SKILLS

- **Language Proficiency:** English (Advanced), French (Native), Lingala (Fluent), Tshiluba (Fluent)
  - **Interpretation & Translation:** Medical, Legal, Insurance, Customer Service, State Courts
  - **Technical:** Python, JavaScript, React Native, Node.js, SQL, Microsoft Office Suite, Google Workspace
  - **Data Analysis & Visualization:** Power BI, Microsoft Excel, Google Analytics, Tableau
  - **Key Strengths:** Over-the-Phone Interpreting (OPI), Multilingual Communication, Medical Terminology, Customer Service, Project Management, Business Process Improvement, CRM, Virtual Assistance
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## PROFESSIONAL EXPERIENCE

*French Telephonic Interpreter – Freelance*

### 2023 – Present

- Provided **accurate, real-time over-the-phone interpretation** services in **French, English, Lingala, and Tshiluba** for medical, legal, and business clients.
- Handled a **high volume of interpretation calls**, ensuring **precise and culturally appropriate communication** between clients and Limited English Proficient (LEP) speakers.
- Ensured confidentiality and adherence to **HIPAA** and industry standards while interpreting for **healthcare professionals and legal institutions**.
- Facilitated communication in **customer service, financial, and government-related calls**, ensuring accurate information exchange.

### *Medical Interpreter – Voyce*

#### **2021 – 2024**

- Delivered **accurate and culturally sensitive** interpretation services across **English, French, Lingala, and Tshiluba** in various **healthcare settings**.
- Assisted in **real-time medical interpretation**, ensuring clear communication of **diagnoses, treatments, and procedures**.
- Maintained confidentiality and professionalism in compliance with **healthcare privacy regulations**.
- Specialized in **over-the-phone medical interpretation**, supporting patients and providers in diverse **healthcare environments**.

### *Interpreter & Translator – Various Roles*

#### **2023 – Present**

- Translated **legal, medical, business, and community-based** documents ensuring clarity and accuracy.
- Assisted businesses in **localizing content** and services for international markets.
- Provided **real-time transcription** and interpretation for **government, healthcare, and legal organizations**.
- Applied **advanced language skills** to bridge communication gaps in **customer service, immigration, and social services**.

### *Virtual Assistant – Freelance*

#### **2023 – Present**

- Managed administrative tasks including **calendar coordination, correspondence, and data entry**.
- Provided **multilingual support** for international clients across **various industries**.
- Assisted with **email campaigns, social media management, and content creation**.
- Maintained strict **confidentiality and data security** for all business interactions.

### *Auditor – GMS*

#### **March 2024 – Present**

- Conducted **data analysis** to improve business processes.
- Assisted in **financial compliance auditing** and reporting.
- Implemented **automation tools** for streamlined data reporting.

### *Student Support Specialist – BYU-Pathway*

#### **2024 – Present**

- Provided **academic advising and registration support** to students.
- Assisted students in adjusting to **online learning environments**.
- Resolved inquiries with **exceptional customer service skills**.

### *Web Developer – Freelance*

#### **2022 – Present**

- Developed **responsive, user-friendly web applications**.
- Led **software development projects**, ensuring timely delivery.
- Provided **technical support and maintenance** for client websites.

### *Missionary & Mentor – The Church of Jesus Christ of Latter-day Saints*

#### **2021 – 2023**

- Conducted **mentoring and leadership training**.
- Organized and led **community outreach programs**.
- Fostered **cultural exchange and teamwork**.

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## **EDUCATION & CERTIFICATIONS**

- **Software Development** – BYU-Idaho
- **Web Programming** – Brigham Young University Pathway
- **Business Management** – Professional Institute Mpokolo (2022 – Present)
- **Certified Medical Interpreter** (Pending)
- **Certified QuickBooks Professional**

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## **ADDITIONAL INFORMATION**

- **Volunteer Work:** Language interpretation, mentoring, community development projects
- **Interests:** Leadership development, cultural exchange, community service
- **Work Eligibility:** Eligible to work as an independent contractor remotely