

# MICHAELA CLEMENTS

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## Education

The University of Tennessee at Knoxville 08/11-05/15

***Bachelor of Arts in Hispanic Studies with concentration in Language and World Business/Chinese Minor***

GPA: 3.95

### International Experience

Critical Language Scholarship Program, U.S. Department of State, 06/15-8/15  
Beijing Language and Culture University, Beijing, China

- Studied advanced Chinese in an 8-week intensive language program
- Lived with a host family and adhered to a Chinese-only language policy
- Post Program ACTFL Oral Proficiency Interview Score: Advanced Low

International Studies Abroad, Latin University, San Pedro, Costa Rica 06/13-07/13

- Completed course work in advanced Spanish for 5 weeks
- Lived with a host family and adhered to a Spanish-only language policy

## Employment

**Randstad US-Farmers Insurance** 11/15 – 05/16

***Bilingual Customer Service Representative***

Responded to claims, inquiries, complaints and placed outbound calls regarding property claims.  
Directed calls for further problem resolution and interpreted calls from Spanish-English,  
English-Spanish.

**Office of Multicultural Student Life** 08/14 – 05/15

***Certified Tutor***

Assisted students with their comprehension of subject material and basic study skills to help them  
succeed in beginning to advanced level Spanish courses and beginning level Chinese courses.

## Translation/Interpretation Experience

Watching America 8/14-5/16

***Volunteer Translator***

- Translated 1 article giving an opinion on the U.S. or an issue related to the U.S. from Spanish to English biweekly
- Articles translated: 29

University of Tennessee- **Immigration Clinic** 02/15-03/15

***Volunteer Interpreter***

- Interpreted from English to Spanish and Spanish to English during legal interviews for 2 clients
- Duration: 7 hours in total

University of Tennessee- **Center for Sport, Peace, and Society** 10/14

***Volunteer Interpreter***

- Helped interpret from English to Spanish for a group of about 30 Venezuelan coaches who came to the University of Tennessee to study athletic instructional methods
- Duration: 5 hours in total