**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