

María Jesús Navarro Varela

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PROFESSIONAL SUMMARY

Experienced Spanish interpreter with a passion for facilitating cross-cultural communication. Fluent in both English and Spanish, with a deep understanding of language nuances and cultural contexts. Proven track record of providing accurate and timely interpretation services in various professional settings. Adaptable and quick-thinking, able to thrive in fast-paced environments.

WORK EXPERIENCE

Medical Service Interpreter — *Language Line Solutions*

October 2017 - July 2021

- Successfully provided consecutive video interpretation between limited English proficiency customers and customer service departments, federal-state agencies, and healthcare providers for the USA, Canada, and UK markets.
- Developed expertise in a wide range of industries and subject areas, including:
 - Insurance
 - Financial
 - Retail
 - First response services.
- Maintained high customer satisfaction ratings and consistently met or exceeded performance metrics.

Front-End Developer Intern — *Pernix Solutions*

August 2016 - December 2016

- Implemented responsive design layouts for a web application aimed at truck drivers for the logistics department. Client: Florida Ice & Farm Company (FIFCO).
- Restructured code following the Model-View-Controller development pattern in AngularJS, resulting in improved usability and user experience.
- Collaborated with a cross-functional team of developers and designers to meet project milestones and deliverables.

SOFT SKILLS

- Emotional intelligence: understanding and managing emotions with empathy & self-awareness
- Detail oriented with an eye for accuracy
- Active listening: demonstrated ability to actively listen and comprehend spoken content to ensure accurate interpretation

TECHNICAL SKILLS

- Basic coding skills: SQL, HTML, CSS
- Markup language: Markdown
- Control version tools: Git & Github
- Design software Expertise: Affinity Designer

FOREIGN LANGUAGE

- English – C2 on CERF, certified by EF Standard English Test (EF SET) and C1 certified by BELT Language Testing

Call Agent — *Language Line Solutions*

February 2015 - August 2016

- Directed inbound client calls to the appropriate interpreters with excellent transfer rates, ensuring high-quality service delivery.
- Consistently maintained accurate and up-to-date client billing information for invoicing purposes, in compliance with company policy.
- Coordinated the transfer of calls to scheduled interpreters to ensure seamless communication and assisted in placing international calls when needed.

EDUCATION

B.A in Advertising Design

Universidad Americana,
San José, Costa Rica

English, Universidad
Nacional, Heredia, Costa
Rica

Customer Service Interpreter — *Language Line Solutions*

November 2013 - August 2014

- Provided consecutive video interpretation between limited English proficiency customers and customer service departments, federal-state agencies, and healthcare providers for the USA, Canada, and UK markets.
- Received recognition from clients and supervisors for performance, including positive feedback on communication skills and accuracy.

VOLUNTEERING EXPERIENCE

Voluntary Service Program, ICYE Finland - *Ammattiopisto Live, Espoo, Finland*

August 2021 - August 2022

- Assisted with sorting and organizing inventory for a second-hand store, resulting in increased efficiency.
- Spanish language instructor: formed a club for the Business & Administration students, helping them gain basic language skills.
- Aided Business & Administration students with their online book sale services, including:
 - Sourcing material
 - Cataloguing said material
 - Taking photographs of the books
 - Uploading information onto the website
- English language instructor: Conducted one-on-one English classes for a disabled student, enabling them to improve their language skills and communication abilities.
- Facilitated a cultural exchange and conversation class for a

group of students, creating an inclusive and welcoming environment for diverse perspectives and experiences.