

# María Jesús Navarro Varela

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## PROFESSIONAL SUMMARY

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## 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.

## TECHNICAL SKILLS

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

## SOFT SKILLS

- Emotional intelligence: understanding and managing emotions with empathy & self-awareness
- Meticulous and detail oriented with an eye for accuracy
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## LANGUAGE PROFICIENCY

- 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.

### **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.

### **EDUCATION**

#### **B.A in Advertising Design**

Universidad Americana,  
San José, Costa Rica

**English**, Universidad  
Nacional, Heredia, Costa  
Rica

### **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.

- Assisted with the compilation of photo and video footage of a workshop "Dance of the Northern Lights," carried out by students of the faculty of Education of the University of Helsinki.