

(María) Carolina Quintana

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## U.S. Foreign Academic Accreditation and Work Certificates

- 2014 Sworn English/Spanish Literary, Technical and Scientific Translator, Instituto de Educación Superior # 28 “Olga Cossettini” (a three-year program), Rosario, Santa Fe, Argentina. License 1153/02 (Colegio de Traductores de la Provincia de Santa Fe, Segunda Circunscripción)
- 2014 One-year credit towards the graduate communications teaching program at Universidad Nacional de Rosario (a three-year program)
- 2012 Medical interpretation work certificate, LSA, Horsham, Pennsylvania
- 2021 Medical interpretation work certificate, ULG, San Antonio, Texas
- 1989 Bachelor’s degree in communications, minor in mass media, Universidad Nacional de Rosario

## EMPLOYMENT HISTORY

- Nov. 2018–Feb. 2019 CCP **Spanish/English Transcriptionist & English/Spanish Translator**  
Transcribed and translated outcries and forensic interviews and educational material, respectively for the Center for Child Protection in Austin, Texas.
- Aug. 2018–Sep. 2018 University of Texas at Austin **Test Administrator**  
Administration of individual and group-based assessments and data collection, and tracking for federally and state-funded educational research.
- 2010–present LSA Argentina & LSA U.S. **Medical & CS Spanish Telephonic Interpreter**  
Interpretation for healthcare, government, education, insurance, utilities, telecommunications, finances, air transportation, hospitality, and general businesses for Language Services Associates.
- April 2021–present United Language Group **Medical & CS Spanish Telephonic Interpreter**  
Interpretation for healthcare, government, education, insurance, utilities, finances, and general businesses.
- 2017–2018 Substitute teacher/1984–2014 private tutor (intermittently)  
**A.I.S.D./Night High School in San Marcos, Texas/Rosario, Argentina & Austin, Texas**  
Substituted for kindergarten, elementary, middle schools, and high school students. Taught English as a Second or Foreign Language (TEFL) to high school and college students; Spanish-speaking immigrants and professionals.

- 2008–2010 Teletech Argentina **Bilingual Telephonic Customer Service Representative**

Provided nationwide, general customer care to Hewlett-Packard and T-Mobile including debit/credit payment collection, installment plan setup, telephone service activation; occasional, indirect sales, and technical support.
- 2005–2003 Test Administrator & Proctor **NCS Pearson Education/Pearson Vue**

Admitted nurses and physicians and other healthcare providers, such as dental assistants and image technicians, to the test center and test room for general and field specialty board certification and recertification examinations in Miami-Dade County, Florida. Monitored up to three-hour testing sessions.
- Jan. 2002–Jul. 2005 W.A.M. Insurance Agency **Office Assistant**

Provided administrative support by overseeing and maintaining files, and assisted with general clerical and administrative duties, bank reconciliations, and payment collection.
- Feb. 1998–Sept. 1999 Crime Prevention Institute **Job Placement Specialist**

Case managed inmates\_\_non-violent drug-abuse offenders\_\_providing financial assistance; job coaching and placement; community resource referrals and in-person advocacy.
- Jan. 1996–Feb. 1998 United Way of Greater Austin **Sr. Information and Referral Specialist**

Supervised staff and volunteers' service delivery and performed troubleshooting as needed. Delivered human resource information and advocated for residents in need through a computerized database. Ensured access of callers to the requested information. Assisted weekly with the volunteer training program. Offered bilingual presentations to promote the information and referral program at different venues, such as the Rosewood-Zaragoza Neighborhood Center, Hispanic Health Fair, Family Pathfinders, Four Seasons, and Capitol Marriott hotels in Austin, Texas. Collaborated with seasonal campaigns and fundraising efforts.
- Apr. 1995–Dec. 1996 Caritas of Austin, Texas **Program Aide**

Performed greeting, clerical, and front desk duties for a refugee settlement and assistance program. Interpreted daily in Spanish to fulfill clients' requests and concerns in dire circumstances. Performed occasional outreach activities to promote the service throughout the city.
- Nov. 1991–Jun. 1992 Austin Community College **ESL Teacher Assistant**

Assisted in teaching English as a Second Language to Mexican immigrants through the federally funded 1986 Amnesty Program in order to obtain U.S. citizenship. As part of a collaborative effort with major hotel employers of Austin, Texas, I assisted in program outreach activities where students worked and also took English classes.

- Dec. 1991–Jun. 1992 Radio KELG–AM 1440 kHz **Spanish DJ & Broadcaster**

Played musical selections, broadcast weather reports, and public service announcements for Spanish-speaking audiences. While I worked here, the radio station increased substantially the number of advertisement sales.

(In 1985, KELG 1440 kHz was the first AM to service full-time the Austin Hispanic community. KELG was purchased by Encino Broadcasting LLC, along with KOKE, and KTXZ on September 24, 2007, for \$5.5M. Source: Wikipedia)

- Jan. 1995–Oct. 1995 Ramada Inn **Front Desk Clerk**

Made hotel reservations and registered guest check-ins and check-outs; handled cash and processed credit cards; provided information on city sites and fulfilled guests' requests.

- 1986–1990 Administrative Assistant **Facultad de Humanidades y Artes, U.N.R., Argentina**

Enrolled students in more than eight college programs annually. Performed miscellaneous administrative duties. At the school's publishing department, I assisted senior editors with media and print projects, such as word processing, proofreading, and collating documents for academic handouts. Proofread magazine and newspaper scholarly articles for accuracy before publication. Edited the school journal, as well as independent college-related student publications.

### **Technical skills**

Typing 60 wpm in English / 70 in Spanish. Personal computers, Apple MacIntosh, peripheral equipment, a variety of office machines, and equipment such as FAX, copier, and scanner. Word processing, data input, record keeping, and filing. Internet, social media, switchboard, MS Office, and Google Suite.