

# JULISSA ESTHER SUERO TEJEDA

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## Objective

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Provide an excellent service on the position that I might hold, helping the progress of this institution. Showing my skills, competences, and increasing my knowledge, at the same time, based on new acquired experiences.

## Work Experience

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April 2021 – Present **Freelance English to Spanish Translator / Global Interpreting Network**

- Translate documents from Spanish to English and English to Spanish.

March 2021 - Present **Freelance English to Spanish Translator / Sarah Polanco Traducciones**

- Translate documents from Spanish to English and English to Spanish.

April 2021 – July 2021 **Freelance Content Writer / Ignite Marketing**

- Wrote articles in English, regarding different topics and markets.

April 2021 – May 2021 **Freelance English to Spanish Translator / Adben**

- Translated pharmaceutical documents, such as certificates, labels, formulas, and more from Spanish to English and English to Spanish.

August 2020 - Sept 2020 **Business Development Representative / Turn 2 Interactive (BackOffice)**

- Prospected new customers and set up appointments for an Account Executive.

Sept 2015 - Oct 2019 **Technical Translator / Amdocs**

- Translated presales and post-sales material (proposals, post-sale requirements, contracts) from Spanish to English and English to Spanish.
- Supported relationships with internal customers, providing a response within aggressive timescales.
- Complied with document templates and skeletons to ensure deliverables comply with company standards and the corporate look and feel.

August 2013 - April 2015 **Register and Control Coordinator (Human Resources) / National Institute of Cancer Rosa Emilia Sánchez Pérez de Tavares**

- Generated personnel actions for sickness, permission, maternity leaves, and vacations.
- Recorded and made follow-up in the TSS new pregnancies, medical leaves, and pre- and post-natal leaves. Also, transacted new dependents' inclusion into their medical insurance (SDSS).

January 2013 - May 2013 **AT&T Certified Performance Specialist (Trainer) / Alorica**

- Delivered the Language and Product training material to the trainees.
- Created and managed the Language training curriculum, maintenance of the course catalog. Performed management and supervision of the class (up to 25 trainees), kept a record of attendance, transfers, and performance documentation through the training database and records system.

April 2012 - January 2013 **Quality Control Supervisor / Opinion Access Dominicana**

- Oversaw the Quality Control Department in the Dominican Republic.
- Translated documents from English to Spanish and vice versa with the highest degree of accuracy. Ensured compliance with industry-established guidelines.
- Coordinated and monitored the activities of 8 quality control monitors, assigning tasks and following up on each one of them.

April 2008 - January 2012 **All Call Interpreter / Language Line Services DR**

- Interpreted from English to Spanish, and vice versa. Provided Customer Care and Customer Service (Including areas, such as Financial, Medical, Insurance, Legal, Utilities, 911, among others).

## **Education**

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**May 2014 – Not finished**      **Postgraduate in Human Resources Management**  
Dominican University of Industrial Psychology (UPID)

**January 2005 - July 2010**      **Cum Laude Surveyor Graduate**  
Autonomous University of Santo Domingo (UASD)

### **Courses / Seminars**

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- **Intermediate English-Spanish Translation.** AccuLingua. Greenville, SC. (In progress).
- **Introduction to English-Spanish Translation.** AccuLingua. Greenville, SC. April, 2023.
- **Digital Marketing.** CTC Virtual. April, 2021.
- **Project Management Fundamentals.** Project Management Institute (PMI). December, 2016.
- **Strategic Planning.** National Institute of Public Administration (INAP). April, 2014.
- **Leadership.** National Institute of Public Administration (INAP). April, 2014.
- **Coaching and Emotional Intelligence.** National Institute of Public Administration (INAP). March, 2014.
- **Orthography and Redaction.** National Institute of Technical Professional Formation (INFOTEP). Dec., 2013.
- **Real Estate Appraiser.** ITADO. November, 2012.
- **Excel – Advanced.** Training Solutions. June, 2011.
- **Management Skills.** National Institute of Technical Professional Formation (INFOTEP). May, 2010.
- **Trainer for Professional Training.** INFOTEP. April – July, 2007.

<b>Language</b>	<b>Level</b>
Spanish	Fluent
English	Fluent
French	Basic

### **Soft Skills**

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- Results-driven achiever with exemplary planning and organizational skills, along with a high degree of detail orientation.
- Hands-on results focused and effective time management.
- Resourceful team player who excels at building trusting relationships with customers and colleagues.
- Exceptional listener and communicator who effectively conveys information verbally and in writing.
- Self-Motivated with the ability to work with little or no supervision.
- Goal-driven leader who maintains a productive climate and confidently motivates, mobilizes, and coaches employees to meet high performance standards.
- Flexible team player who thrives in environments requiring ability to effectively prioritize and juggle multiple concurrent projects.
- Personable professional whose strengths include cultural sensitivity and an ability to build rapport with a diverse workforce in multicultural settings.

### **Hard Skills**

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- Microsoft Suite
- CAT Tools
- InDesign editing
- Instructure
- Articulate Rise 360