Alfie Mendez

Cutzi 315 | Morelia, Mexico 58070 | +52 1(452)1990228 | alfiemendezdrv@gmail.com

# Objective

I wish to continue working as an interpreter, it's been without a doubt the most rewarding job I've ever had.

# Experience

## January 2015 to April 2016

### Medical Specialist Interpreter | From Home

I started mostly with customer service and 911 calls. As I continued to make improvements, I was subsequently trained and promoted through different tiers; I received calls from schools, government agencies, banks, insurance companies, legal offices, IT… Eventually I was trained and promoted to MSI (Medical Specialist Interpreter). It is then that I started receiving mostly medical calls ranging from regular visits to the Doctor’s office to a direct link with the surgeon running toward the ER. I do admit I liked it a little better when I received all kinds of calls; the anticipation of the unknown. It was just so exciting, I lived through all kinds of wonderful experiences such as assisting an astronaut while he was actually in space configuring a satellite while he spoke to an engineer trying to set up communications in a remote location in South America so the people there could get help from the exterior when they really needed it such as provisions, doctors and medication… Or when I helped an officer from Spain explain his undercover situation to the British officer that cuffed him and was interrogating him.

Unfortunately I was laid off because at some point I switched from using the provided Ethernet cable to connect the computer to the router to using a USB Wi-Fi adapter instead. I did this because I had to run a very long cable across 2 bedrooms to work from the quietest environment possible and my kid or some other person would constantly trip over it... I was terminated without the possibility of being rehired. Reason being the improper use of company owned equipment. I am now aware of best practices to ensure complete data privacy.

## 2007 to 2013

### English Professor | University, high school, elementary and private tutoring

Teaching English is great, but it certainly does not fulfill me the same way as being a direct, instant link for communication worldwide, providing others with all my service, knowledge, cultural awareness and abilities in real time, actually being there, knowing that with every call that ends I've actually helped someone who really needed it. I identify myself more as an interpreter than as a professor. That being said, it’s also very fulfilling to see the expressions on kids and adults faces alike when they finally begin to understand the English language.

## 2003 to 2005

### Tech support agent | Verizon | Telvista Call Center

My job was to take calls from high speed DSL internet customers who were having problems with their service and assist them in resolving them.

# Education

* Completed High School
* Dropped out of University to pursue other goals

# Awards and Acknowledgments

* I've gathered all the ones I've needed according to the position, international language proficiency certifications or specific knowledge based tests such as those from Cambridge, University of Michigan, Educational Testing Service, HIPAA, Improper Medical Claims, CASE (Customer Action=Satisfying Experience), etc...