# Johannica D. Griffin-Matthew

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**EXECUTIVE SUMMARY**

* Responsible professional with experience in training, coaching, translation, interpretation and customer service.
* Demonstrated high standards of performance.
* Selected to mentor others, an interpreter who received several commendations and certifications, a trainer who met new hires individual goals and a coach who maximized individual’s performance achieving Company’s required goals.
* Strong ability to achieve goals and comply with different objectives.

**PROFESSIONAL EXPERIENCE**

**PACIFIC INTERPRETERS April 2013 – August 2015**

**WAH Medical Interpreter Panama City, Panama**

**PACIFIC INTERPRETERS Feb. 2012 – April 2013**

**Medical Interpreter/Trainer/Recruiter Panama City, Panama**

* Planned and implemented training programs and activities
* Interpreted Medical Calls
* Conducted weekly training sessions with new hires.
* Organized Job fairs
* Assessed and evaluated candidates for new positions available

**FREELANCE TRANSLATOR AND INTERPRETER Apr. 2011- Jan 2012**

**Panama City, Panama**

* Conducted several large translation and interpretation projects for a variety of clients of different industries.
* Conducted escort interpretation at a Banking Institution with clients from abroad.
* Delivered high quality translation with a very tight deadline to a large Multinational Company.
* Developed and maintained an effective network with other translators in order to deliver large high quality projects.
* Interpret medical, legal, financial calls over the phone on a daily basis.

**DELL PANAMA Nov 2010 – Apr 2011**

**Senior Analyst Technical Trainer Panama City, Panama**

* Develop and deliver training sessions to new hires.
* Deliver training to tenure sales agents.

**LANGUAGE LINE SERVICES PANAMA Jan 2003 – Nov 2010**

**Trainer/Senior Language Specialist Panama City, Panama**

Planned and implemented training programs and activities for both of the Panama centers.

* Conducted weekly training sessions with new hires.
* Assessed and evaluated interpreter´s ongoing performance in accordance to Company´s guidelines.
* Co created training manual to be used with UK interpreters.
* Developed and executed training manuals and evaluation forms.
* Delivered feedback and disciplinary actions to employees, as needed.
* Technical support staffer for Online Training.

**LANGUAGE LINE SERVICES PANAMA Dec 2001 – Jan 2003 All Call Interpreter Panama City, Panama**

Interpreted calls from English to Spanish for medical, insurance, financial, 911 and legal industries.

* Received several commendations for excellent interpretation and customer service.
* Achieved LLS University Medical Certification.
* Achieved LLS University Legal/Court Certification.
* Met and exceeded monthly goals and deadlines at all times.
* Led the first Mentor Program and mentored over 100 interpreters.

**CALL CENTER TELEMARKETING PRO (STAR CONTACT) Apr 2000 – Dec 2001 CS Rep Panama City, Panama**

Outbound Telemarketing agent

* Constantly achieved recognitions and awards for meeting sales quotas.
* Recognized as top performer and mentor for new hires.

**EDUCATION**

**UNIVERSIDAD LATINA DE PANAMA 2005**

**9 semesters of Law School (pending completion) Panama City, Panama**

**LANGUAGE LINE SERVICES PANAMA 2003**

**Medical and Court Certification training Panama City, Panama**

**UNIVERSIDAD DE PANAMA 2001**

**Bachelor in Foreign Affairs Panama City, Panama**

**ESC. SEC. PEDRO PABLO SANCHEZ 1995**

**Diploma in Liberal Arts Panama City, Panama**

**OTHER SKILLS**

* **Languages – English and Spanish**
* **Microsoft Office 95, Vista, XP.**
* **Social Media expertise: LinkedIn, Facebook, Twitter.**

**COURSES, LICENSES & CERTIFICATIONS**

* Medical Certification Diploma – Language Line Services
* Legal Certification – Language Line Services
* Train the Trainer/ Universidad Santa María La Antigua
* Public Authorized Translator – Ministry of Education

**REFERENCES**

Furnished upon request.