

ALEJANDRA MARTÍNEZ

CAREER OBJECTIVE

Efficient interpreter with 10+ years of experience delivering Spanish, Italian, and English language interpretation services in various communication modes. Expert at enhancing communications, supporting in-depth cultural competence, and eliminating language barriers. Skilled at retaining original context and meaning while prioritizing and fulfilling urgent requests. Ready to evaluate best interpreting tactics, understand language and cultural differences, and provide efficient translation services at the University of Arizona.

PROFESSIONAL EXPERIENCE

January 2018–Present | Freelance Professional Translator and Interpreter, Mexico City, MX


Translator and Interpreter


- Deliver comprehensive English telephone interpretation and translation services and provide modified language solutions to Italian and Spanish speakers
- Earned recognition from companies like TRANSVM, ALTAN, TRIMANSA and MARBAR for completing translation and proofreading more than 200 high-priority documents
- Showcase high level of accuracy while serving as an interpreter and translator among a culturally diverse range of people with various accents and speech patterns

September 2015–November 2016 | Teleperformance Mexico City, MX

Customer Service in Hotelbeds

- Maintained stellar quality of customer service in English as in Spanish when required
- Got ones of the best metrics on the floor as in number of daily closed cases without reopenings
- Completed the training program getting excellent results in the practices and also with the real customers

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RELEVANT SKILLS

Fluent in English, Spanish, and Italian

Social and Proactive

Stress and under pressure resolution skills

Responsible

Confidentiality

Cultural competency

Time management skills

August 2011–January 2014 | Human Quality

Mexico City, MX

Bilingual Medical Interpreter

- Attended 3 way calls transmitting the message in a clear and simple way in English as in Spanish for insurance companies, financial companies and medical emergencies from 911.
- Attended to all the medical interpreter/translator training sessions and acquired extensive know-how on translating medical data
- Managed in a calmed, assertive way, urgent situations and dealt with people in altered moods in order to solve the situation in the best way possible and as quick as the situation was needed to be solved