**Mony Keo**

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**Skills**

* Fluent in English and Khmer (Cambodian)
* Excellent time management
* Great listening skills
* Professionalism
* Able to work independently and with others
* Willing to learn new tasks and accept new challenges
* Proficient with MS Office
* Able to work under pressure
* Self-motivation and leadership skill.
* Decision making
* Conflict resolution and adaptability

**Education Experience**

* High School Diploma **June 2015**
* Certified Community Interpreter CISOC/CIlSAT **April-Aug 2016**
* Medical Office Assistant Certificate **Jan-Aug 2017**

**Work Experience**

**Language Line Solutions Medical Interpreter (Phone/Video) March 2018-Present**

* Demonstrate commitment to cultural sensitivity and working in a diverse environment.
* Answer calls promptly and conduct interpretation in a friendly and professional manner.
* Understand protocol and terminology for various industries including, but not limited to, Medical, Insurance, Finance and Law.
* Remain calm during the calls
* Follow client’s instruction and ensure that their expectations are met
* Render correct concepts, keep the same registers, avoiding omissions or additions words or meaning

**Mistry of the Attorney General (MAG) in Ontario Sept. 2017-2020**

* Mark Exam of Court Interpretation for Khmer
* Responsible for marking the tests
* Paired with another marker to mark the tests and submit final mark to the coordinator
* Marking the tests adhere to the guidelines

**ZOO Digital Group PLC -Freelance subtitling translator June 2018-Present**

* **Responsible for translate movies and TV streams**
* **Proofreading /Quality Check**

**Khmer Language Instructor Sept 2019- Oct 2020**

* Teach Khmer language and numbers for Khmer people in the community
* Prepare lectures for teach the students
* Set up the tests and marking the tests weekly and monthly
* Organize for parent-teach meeting.

**Calgary Board of Education Sept. 2016-Present**

* Casual Interpreter, work at different schools in Calgary area
* Interprets verbal conversation from Cambodian into English from English into Cambodian
* Maintain professionalism and confidentiality and responsible for making phone call to confirm the appointment for both parties

**Freelance Interpreter and translator Aug. 2016-Present**

* Provide services interpretation and translation for clients in the community for varieties of settings such as legal, education, healthcare, social and general documents
* Work at own time

**Payless Shoe Source Sept.2015-May 2018**

* Cashier
* Organize and replenish the sale floor
* Engaging with customers
* Provide phone based on customer service
* Help identify and serve customers’ needs
* Cleaning, product labeling, stocking
* Explain sales and promotions to customers

**Calgary Stampede July 2012**

* Maintained cleanliness of the Calgary Stampede grounds
* Worked with a team to complete tasks in a timely manner

**Volunteer Experience**

**YMCA YMAP Program Sept.2010-Jun. 2012**

* Developed leadership and life skills
* Received YMCA “Honesty” award - Sept. 2011

**Calgary Drop-In Centre December 2011**

* Helped organize and sort inventory in the kitchen
* Prepared food for Drop-In Center clients

**Antyx September 2011**

* Developed drama and public speaking skills
* Performed skits for peers about discrimination

**Calgary Immigrant Women’s Association (CIWA) August 2011-2012**

* Participated in various civic engagement activities

**Forest Lawn Boys and Girls Club August 2011**

* Developed leadership and teamwork skills
* Responsible for supervising multiple young children

**Peer Ambassador Sept. 2012-Present**

* Making a difference in the community/society
* Developed life skills
* Participated and attended weekly

**Asian Cultural Heritages Show May 25, 2014**

* Show and share international Cambodian traditional
* Helped organize the booth
* Performed in Cambodian culture

**Cambodian Youth Association April 2014-Present**

* Helped develop the community
* Engaged in discussion and brainstorming on the topic of

what we need to do for our community

* Raised money for the community

**Northeast Family Connection Sept 18, 2017-Nov 08, 2017**

* Reception answer phone calls, greeting clients, faxes, scanning, emailing staffs, join the meeting

**Awards**

* **Forest Lawn High School June 2011**

Top Student, Perfect Attendance, Excellent Effort, Attitude and Work Ethics Awards

* **YMAP Program Sept. 2011**

Honesty and Outstanding Awards

**Calgary Immigrant Women’s Association (CIWA)**

* Won Cerda. R Bloemraad Education Scholarship **June 21. 2016**

**Interests and Hobbies**

* Reading, watching TV and play badminton

**References Available on Request**