



# ALEJANDRA GARCIA

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## Summary

I am experienced with customer service for nine years at a grocery store and as an agent operator. I have started building my way up to the banking industry with my interpersonal skills to become a teller. I acquired the skill of financial literacy from working at Bank of America for the last two years. I kept climbing up in my banking career to where I became a top seller at my current bank, TD Bank, where I had uncovered even more skills like sales planning, relationship building, and customer engagement. I also have experience for four years performing at church and school talent shows. I had acting experience of one year playing a role as an extra in two movies called "Perception" and "Shaky Ground." I was also an over the phone Interpreter and Video Remote Interpreter experience for eight months.

## Skills

### Interpreting

- Quality assurance
- Oral and written communication
- Working independently
- Financial literacy
- Bilingual
- Upselling
- Relationship Builder
- Sales Planning
- Best practices in protocols
- Singing
- Acting
- Playing Guitar

## Experience

### Medical Interpreter

08/2023 – 10/2023

AMN Healthcare | From Home

In this job, I interpret from Spanish to English and vice versa for many hospitals across the US through videocall. I get calls from many facilities from different medical specialties like pediatricians, dermatologists, anesthesiologists, urologists, lung doctors, etc. I help all those different doctors relay their messages to the patients throughout the entirety of their appointment. I also help nurses to interpret their message when they are doing a check-in for a patient to see a doctor or an admission to a patient or even when the patient just wants to have a small consultation regarding medication. I use a wide range of medical terminology since I must be ready to receive calls from any medical department. I became very knowledgeable on how specific medical procedures work and what they are needed for and help me get an idea of how the patient should come about any disease or infection or virus since I must work closely with doctors to help interpret and understand everything that is going on. This job has taught me how to work in a medical setting and how hospitals function and run their businesses

### Over- The- Phone Spanish Interpreter

01/2020 – 03/2022

Linguistica International, Inc | From Home

In this job, I interpret over the phone from Spanish to English and vice versa for hospitals, schools, police, and civil matters.

### Over- The- Phone Spanish Interpreter

04/2019 – 12/2019

Language Line, LLC | From Home

In this job, I interpret over the phone from Spanish to English and vice versa in their day-to-day inquiry calls for many companies of a wide range of fields such as hospitals, insurance companies, banks, healthcare, transportation services, etc.

**On Site Interpreter**

04/2019 – 03/2020

Wise Choice Enterprises | Lakeland, FL

In this job, I also go to many medical facilities to interpret from Spanish to English and vice versa.

**On site Interpreter**

03/2019 – 03/2020

AVO Transportation and Language Solutions | Lakeland, FL

In this job, I go to clinics, hospitals, urgent cares, and many medical facilities to interpret from Spanish to English and vice versa.

**Spanish to English Interpreter**

07/2018 - 03/2019

Cyacom International Inc | Tampa, FL

I was an Over the Phone Interpreter and a Video Remote Interpreter for Spanish to English languages and Vice Versa. In this company, I learned about the broad world of customer service and how to be patient. I helped limited English proficient people to get assistance with their insurance, hospitals, banks, attorneys, etc. I also interpreted for 911 only for most of the time. I helped people to get the police to their house due to an emergency and to report matters. I interpreted for hospitals over video through an iPad as well. Basically, I interpreted for many common facilities around the U.S.

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Education and Training

**High School Diploma**

2018

Saraland High School | Saraland, AL

**Associates Degree of Arts in Business Administration**

2019 - 2023

Hillsborough Community College | Tampa, FL

Cumulative GPA: 3.8/4.0

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Certifications

40 hr Medical Certificate for Interpretation by GaheezOne

2024