



TERESA JUDITH JACOBO ORTIZ

Customer service - Education - Communication facilitator

CONTACT

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EDUCATION

2022 - 2025 (In process)

UNIVERSIDAD AUTÓNOMA DE
GUADALAJARA - ASU

- Master of Professional Translation
and Interpreting English-Spanish

2007 - 2012

UNIVERSIDAD DE GUADALAJARA

- Bachelor of Psychology
- GPA: 3.8 / 4.0

SKILLS

- Customer relationships
- Effective Bilingual Communication
- Good Clinical Practice
- Time Management
- Compliant with HIPAA
- Interpersonal skills
- Remote work ethics
- Problem solving
- Electronic document curation
- Spanish <> English translation

LANGUAGES

- Spanish: Native C1 - C2
- English: Fluent C1
- French: Basics A1 -A2
- EILTS 8.5 Speaking - English
- UIC Diploma in Professional Translation
- ICMNJ Diploma in Teacher's Training
- Rosetta Stone C1 - English / C1-C2 Spanish
- TESOL World Academy - 120 hour TEFL/TESOL

PROFILE SUMMARY

Experienced bilingual communication facilitator from education, medical interpreting, customer service, and translation. Passionate about finding all possible paths to achieve resolution along interactions serving as a conduit to ensure effective customer relationships. Foraging for a role where contribution through empathy, engagement, leadership, and creative problem-solving skills aligning each party to achieve our business objectives.

WORK EXPERIENCE

Delta Arquitectos e Ingenieros

SEPT 2023- NOW

Freelance Content curator & Face-to-face Sales
Insulet

Product Support Specialist I

Deliver high-quality customer service to Omnipod 5 users.

JAN 2024 - NOW

Jeenie, Effectiff, The Language Group, others.

Freelance Medical Remote Interpreter

2022 -- 2024

- Achieved effective communication establishing meaningful interactions in the healthcare, education, social services, government agencies, emergency, immigration, non-certified legal, mental health, counseling, finance, and customer service settings serving as the conduit to eliminate language barriers as a remote interpreter.
- Collaborated with Engagement management to curate written and audiovisual content to facilitate professional and positive rejoinder.
- Accomplished on-demand and scheduled over-the-phone and video encounters to ensure language access in services.

Speak Up!

2019 -PRESENT

Freelance language professor, psychologist, and language services

- Created, adjusted, implemented, leaded, and authored each one of the processes in language services facilitating online and in-person English lessons, mental health counseling, educational evaluation and intervention, in addition to freelance interpreting and translation services.
- Co-worked with other professionals to improve services, experience, as to broaden network of users attending to lessons, assessments, interventions, or projects. Oxford-program based.

Instituto Silviano Carrillo

Foreign Language Preschool Professor

Feb 2024 -Oct 2024

- Developed and executed tailored lesson plans within the Cambridge Little Steps Curriculum for the subjects of Phonics, Literacy, Math, Social Skills, Culture, and Science to achieve a Pre-A1 first approach to English as a foreign language.
- Coworked with executives, coordinators, group teachers and teachers assistants to constantly adjust strategies to successfully attain class and behavior management. Strong interpersonal skills required.

Proulex Centro de Idiomas - Zapotlán

Sept 2023 - Present

Foreign Language Instructor

- Developed and executed tailored lesson plans within the Pearson programs available according to our audience CEFR.

Tata Consultancy Services

Apr 2015 - Jul 2017

Accounts Receivable Clerk

- Dispatched high volumes of data and written communication within internal tools and systems in a variety of financial operations in lease contracts for Sun Edison and accounts receivable for LATAM accounts in Sealed Air.