

Camila S Ortiz González

Mobile : 713-857-8872 | c.s.ortizgonzalez@gmail.com

SUMMARY: Bilingual: Fully Fluent in English and Spanish. Graduate with BA in Comparative Literature. Experience in Customer Service roles in Non-profits and private entities.

EDUCATION: **Bachelor of Arts in Comparative Literature May 2011**
University of Puerto Rico, Mayagüez Campus Major GPA: 3.36

CHI™ and CERTIFIED HEALTHCARE INTERPRETER™.

Certification in International Relations and Diplomacy May 2014
The Center for Advanced Studies on Puerto Rico and the Caribbean
Houston Community College
Medical Healthcare Interpreting Program
September 2015-November 2015

Cyracom International, Inc.
Houston, TX

January 2017-present

Quality Specialist

- Conduct random and routine quality monitoring of interpreters in accordance with Quality and Development standards.
- Demonstrate leadership and subject matter expertise on interpreter performance within the team across all departments.
- Exercise a high degree of professionalism and self-motivation using personal initiative to identify and recommend best practices.
- Demonstrate a continued commitment to professional education and industry best practices.
- Actively participate in direct recurring interdepartmental leadership meetings.
- Develop knowledge of current trends and developments in the language services and interpretation field.

CyraCom International, Inc.
Houston, TX

October 2014-December 2016

Spanish Interpreter

- Performs consecutive and simultaneous interpretation in English and Spanish
- Interprets for clients in a variety of fields (e.g.: medical; health insurance; auto insurance; travel & leisure; utilities)
- Provides excellent customer service, while maintaining privacy and confidentiality

Museum Store Associate, Delaware Art Museum April 2013-December 2013

- Disseminate information about the museum exhibitions, permanent collections, ongoing exhibitions,

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programs and events. Acquired familiarity with merchandise to be able to answer merchandise related questions about the Museum exhibitions and permanent collection.

- Greet and provide information to museum members, docents, staff and visitors as they enter the museum shop and the front desk. Provide outgoing orientation on the services provided by the Museum to visitors.
- Process payments as a cashier and maintain a POS system. Answer phone inquiries in a professional manner and transfer calls to the appropriate department. Receive incoming merchandise; Assist in inventory. Provide outstanding customer service with strong attention to detail.

Volunteer at the Museum of Fine Arts, Houston, TX March 2012-September 2012

- Represented the museum, disseminated information and created awareness of the museum exhibitions and activities. Ushered guests and handled inquiries of museum members during film presentations.
- Greeted customers as they enter the shop, familiarized the customers with the merchandise, clarified questions and referred customers to other resources if there were further doubts.

Sales Associate, Fossil & Coach, Baybrook Mall June 2012-August 2012 and August 2012-October 2012

- Assisted the customers with their purchases. Processed payments as a cashier. Promoted products and initiated contact with customers as brand ambassador.