

# Amy McAllister

*Proposed RDC Bilingual Translator (Key Personnel)*

## PROFESSIONAL QUALIFICATIONS

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- A total of 11 years of formal education in Spanish and experience in translating English to Spanish and Spanish to English in professional settings
- More than 4 years' experience as a bilingual information services professional, including translating and copyediting complex health information for Spanish speakers and other diverse audiences
- Responds to inquiries received via telephone, Web, email, fax, and written correspondence requests in English and Spanish within specified timeframes for Circle clients, including more than 3,000 calls each year to the National Institute of Diabetes and Digestive and Kidney Diseases Information Clearinghouses, Information Services, and Education programs
- Edits, copyedits, and proofreads Spanish translations of more than 25 English-language health publications varying in length from 2 to 90 pages
- Conducts quality assurance for Spanish health information websites
- Provides standardized responses as well as coordinates special or custom responses with the appropriate subject matter expert
- Supports cost recovery services for Federal and private-sector clients, including tracking and collecting payment for purchase orders and facilitating medical billing

## EDUCATION

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B.A., Spanish, Messiah College, 2009

Graduate Certificate in Spanish Translation, University of Texas Brownsville, 2014

## PROFESSIONAL EXPERIENCE

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### **Circle Solutions, Inc., 2011–Present**

*Bilingual Information Specialist*

- Creates, revises, and maintains more than 90 written Spanish protocols and scripts for call center responses.
- Translates scripts for social media and other projects as needed.
- Manages and tracks translation, editing, and proofreading processes.
- Creates and manages a style guide and uniform vocabulary for Spanish publications that is consistent with client specifications.
- Manages accounts receivable process, including purchase orders and check and credit card payments. Streamlined cost recovery process and reduced outstanding accounts receivables by two-thirds in one month. Also assembles monthly accounts receivable reports.
- Provides inquirers referrals to approved organizations for information, technical assistance, or other resources and searches online resources daily to remain current on health information.
- Provides assistance to any callers that use TTY as a mode of contact.

- Records and tracks information requests using appropriate databases to produce operational reports and further assess the viability and usefulness of resources.
- Staffs exhibits at local and national conferences, engaging more than 50 conference participants a day. Sets up structures and displays, answers questions about resources and services, takes orders for publications, and ships structures back at conference end.
- Provides ad-hoc bilingual assistance to other departments when required.

### **Coach House Physical Therapy and Sports Medicine Center, 2010–2011**

#### *Secretary*

- Facilitated medical billing with insurance companies, workers' compensation companies, and law firms, and processed more than 60 claims per day with a 98% accuracy rate.
- Developed and implemented a streamlined billing process that expedited and increased payment by insurance companies, enhanced coordination with doctors' offices, and improved patient satisfaction.
- Transcribed written and dictated initial patient evaluations and maintained patient files.
- Translated patient intake forms from English into Spanish and interpreted for Spanish-speaking clients, removing language as a barrier to health services.
- Calculated charges for services rendered based on type of treatment; processed cash, credit card payments, and receipts; and assembled daily deposit sheets.

### **Pennsylvania Family Support Alliance, 2008**

#### *Internship—Translator and Office Assistant*

- Translated parenting resources from English into Spanish, including a 90 page parenting workbook, a 30 page instructor's manual, and several parenting brochures.
- Assisted with general office duties, such as copying and assembling newsletters.

### **Prince William County Schools, 2006**

#### *Payroll and Data Entry Clerk/Temporary Secretary*

- Assisted with data entry, including entering registration forms into appropriate databases.
- Helped manage employee payroll.
- Aided vice principal with student registration.
- Scheduled advising appointments.
- Assisted Spanish-speaking clients.

### **SPECIALIZED SKILLS**

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- Proficient in Microsoft Office suite – Word, Excel, Outlook, PowerPoint, and Picture Manager; as well as Microsoft Dynamics CRM.