



CAROLINA CORTEZ

Translator & Interpreter

ENG <> PT



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PERSONAL INFORMATION

Age: 26 | Nationality: Brazilian |
Marital Status: Single

EDUCATION

BACHELOR OF LAWS (LLB)

Cândido Mendes University, RJ | 2017
– 2021

HIGH SCHOOL DIPLOMA

Nossa Senhora da Assunção, RJ |
2016

LANGUAGES

ENGLISH – FLUENT (Cultura Inglesa School,
RJ | 2009 – 2016)

**Certificates: FCE1 2015 | CAE1 2017 –
Level C1**

JAPANESE – BASIC (Online Course 2020 –
present)

SPANISH – BASIC

PROFESSIONAL SUMMARY

Passionate Translator with almost 2 years of expertise in Translation of legal, business and literary documents/texts. While also having acted as a Freelance English Teacher, with lesson plans targeting reading and writing. 1 year of remote Medical Interpretation experience, as well as other types of interpretation. Known for having an outgoing personality and a strong desire to help others. Eager to contribute with Institutions that thrive in valuing collaborative settings, accurately bridging the communication gap between the parties, therefore enhancing the service to accommodate the client real needs. Outlining a professional equipped with a distinct set of soft & hard skills, not only acquired from these listed experiences but also by previous backgrounds such as a Law history and a Retail Industry insight.

EXPERIENCE



Remote Portuguese Interpreter • Propio Language Services
July 2024 – Present

Medical

- Providing language interpretation services for Portuguese-speaking patients and medical staff – through a consecutive, first-person interpretation
- Exhibited a diverse knowledge of complex Medical Terminology, facilitating the comprehension and communication of the parties involved, aiding patients towards a better setup of their health follow-ups
- Ensures accurate information exchange based on policies related to confidentiality procedures, interpreter ethics and HIPAA compliance
- Played crucial role in 4 cases between the parties that demanded Conflict Resolution skills, still managing an impartial flow of the conversation and complete fulfillment of the service

Social Services

- Fully committed to assuring the trust between the social service provider and the LEP. Handled more with the Immigration Department, which demanded a refined sense of cultural awareness. Nonetheless, even with the sensitive topics was able to reduce tension and therefore assist successfully in majority of the interpretations

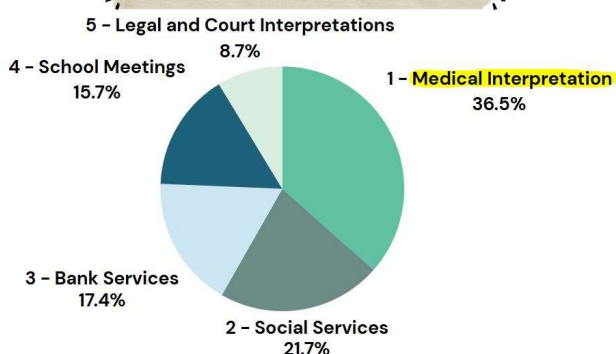
Bank Services

- Conducts an adequate Financial Terminology, sustaining the same register used by the speaker. Uses on a regular basis the Learning Platform of Propio to continuously improve vocabulary of this specialized field

School Meetings

- Excelled in 6 calls that required adaptability due to children being the main subjects of the interpretation (accompanied with the school psychologist/principal). Showed a keen sense of the environment, simplifying the speech if necessary in order to allow the student to engage more comfortably and the message still going through

Top Demanding Services at PROPIO



SKILLS

Responsible • Attention to detail • Flexible •
Excellent Communication • Calm under
pressure • Active Listening • Expertise in
document translation • Knowledge of CAT
tools

TRAINING / COURSES

Certified Medical Interpreter Program
MTAP Medical Terminology, Anatomy
& Physiology Course
Propio LS

Medical Interpreter Onboarding
& Compliance Training Course

INTERNATIONAL EXPERIENCE

ENGLISH FOR LAW COURSE

England – Cambridge Academy of English
January 2020

- Intensive fluency training and communication practice
- Focused on Legal Writing and Terminology, developing skills in the drafting of contracts and legal correspondence
- Studies on Corporate Law, Commercial Law, Comparative Law, Civil Law, Criminal Law and the English Legal System in general
- Weekly Case Studies Debates + Visits to Law Firms, Courts and Public Trial
- Recognized as the top of my class, achieving highest honors, showcasing my commitment to excellence

KEY ACHIEVEMENTS



21.546 words translated in legal and business documents



Successfully translated over **13 Technical Projects** for AMMalls, maintaining their investors/shareholders Interest and customer satisfaction overall



Managed a consistent Interpretation workflow of **250 + calls** for Propio



Received **92% in my Evaluation Rating** (combining OPI and VRI calls) in Propio Analytics

Legal and Court

- Manifests a sharp maneuvering around Legal Settings. Connected the legal jargons with their clear meanings making way for effective fair trials and interrogations, enabling seamless legal outcomes
- Completed a web-based training course by CMS “Center for Medicare & Medicaid Services” related to Combating Medicare Parts C & D Fraud, Waste, & Abuse
- Followed the correct protocols during statements that commenced at the Police Station. Received a **97%** positive feedback from Cops – supporting that my interpretation was very helpful in accommodating the process
- Caseload varies within different crimes but mostly faced with driving offences such as DUI and driving without insurance/suspended license



Remote Freelance Business Translator • AMMalls Group
September 2024 – January 2025

- Provided Legal/Business Translation services for the corporate business AMMalls Group – which focuses on the business planning, development, commercialization and management of Shopping Centers in Brazil, as well as real estate and commercial ventures
- Translated a wide range of documents that called for industry-specific terminology, such as contracts, portfolios, institutional presentations for their teams and clients, Swot Analysis, Feasibility Study, Preliminary Eligibility Analysis for Financial Transaction, Architectural Plan, Legal Project, KPIs, Technical spreadsheets, Operations Planning, Target Market Study, Sustainability and Technology Charts, Marketing and Sales Forecast and Letter of Intent to request Funding
- Responsible for matching the design of templates with the original data visualizations, maintaining the intended design of the brand. Utilized the resources from Excel, Word and PowerPoint, displaying the final format of the contracted service
- Managed multiple requests simultaneously, consistently meeting deadlines while also delivering high-quality translations, which furthered assured a strong client relationship, through assertive communication followed with reliability
- Led to the improvement of the Business History Project, conveying a valuable space for collaborations. Responsible for pinpointing the repetition of terms and concepts, decreasing the workload by 40%, consequently thriving as a more concise presentation



Volunteer Scanlation Member • Manga Translation Online
December 2021 – December 2022

- Acted as a translator for manga/comics and manhwas at different sites online



English Teacher • self-employed
March – December 2019

- Managed classes of 15+ students requiring English Lessons for civil service examination and job applications

CERTIFICATION

- Brazilian General Data Protection Law “LGPD” Online Course Certificate by Lawyer Mariana Toledo | 2020 – Present
 - Undergraduate Research Project – two academic articles published | 2022
- Member of the CJM Community “Young Conflict Mediators” from CBMA “Brazilian Mediation and Arbitration Center” | 2018 – 2021
- CorelDRAW and Photoshop Certificates | 2017 – 2018
- Junior Achievement Program by Mini Business Initiative Certificate | 2014

- Engaged in weekly meetings targeting Case Studies with Dynamic quizzes and Students Presentations
- Developed weekly exams which demanded Vocabulary and Grammar exercises as well as English essays
- Contributed to 50% of the student’s approval in their exams, and continued providing insights into language barriers that could impact the feasibility of the accomplished/desired role.

LAW AND RETAIL WORK HISTORY



Trainee Manager • LEROY MERLIN

November 2022 – May 2023

- Activities related to the implementation of solutions and projects for strategic business growth beyond the retail industry | Immersion in four areas: Customer Service, Logistics (Supply Chain), Management and E-Commerce
- Acted as a Customer Service Representative, making sure that the environments fit in the customer desired experience. For instance, expanded the range of face-to-face satisfaction surveys, that connected to the real purchase needs of the clients, submitting tools able to predict patterns and quality lacking services/products, building a beneficial relationship between the client and the brand
- Nominated as the official main Sales Person to assist Foreigners at my department, due to my fluent English, resulting at a 50% increase on sales



Intern • BARE AUTO/RE • Bradesco Seguros

May – December 2021

- BARE Auto/RE specializes in operation of vehicle insurance and other elementary branches like property insurance
- Monitored procedural progress and jurisprudential research. Gave support to Management in requesting documents from technical areas. Assisted and provided services for our legal partners and our internal lawyers in daily activities. Updated the Internal Legal System. Performed Document flow monitoring and gave a general support for the Habitational Financing program area
- Elected as the most promising intern at the company’s human balance, receiving praise from the Area’s Director



Intern • Civil Court • Third Federal Chamber’s

August – December 2019

- Drafted legal rulings. Justified the legal decisions through Jurisprudences. Managed government systems/data and assisted the parties during the legal hearings



Intern • Law Consultancy • INVEPAR

April – August 2019

- Drafted contracts regarding M&As, NDAs and assets sales. Analyzed documents of International Arbitration. Rendered SAP and paperwork processing. Gave support to Governance and Regulation departments



Volunteer Intern • FUCAM (Criminal Firm of the University)

July – November 2018

- Monitored the progress of legal hearings. Drafted Legal pieces. Did Front desk service. Managed meetings with our clients