



PERSONAL INFORMATION

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EDUCATION

BACHELOR OF LAWS (LLB), 01/2017 - 01/2021
Cândido Mendes University - RJ

INTERPRETER COURSE, 05/2026
Language Line Solutions - LLS
Remote

ENGLISH FOR LAW COURSE, 01/2020
Cambridge Academy of English - England

HIGH SCHOOL DIPLOMA, 01/2016
Nossa Senhora da Assunção - RJ

LANGUAGES

English: Proficient

C2 Level - FCE/CAE Cambridge

Japanese: Basic


Spanish: Intermediate


Carolina Cortez

Interpreter & Translator | ENG < > PT

PROFESSIONAL SUMMARY

English-Portuguese Interpreter & Translator with around **3 years of experience** across **medical, legal, social services, financial, educational, and business sectors**. Proven ability to translate complex **legal, corporate, and technical documents**, alongside with **audiovisual localization and dubbing projects**. Supported by a legal background that strengthens distinct terminology retention. Therefore, outlining a professional with adaptability within collaborative multicultural environments, due to a customer service, teaching & business operations overview. Enabling commitment into delivering clear, natural, and impactful communication, under high-pressure conditions that seek quality results.

EXPERIENCE

Remote Portuguese Interpreter 07/2024 - Current
Propio Language Services
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 10 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. Most calls coming from the Immigration Department, which demands a refined sense of cultural awareness and a sensible intake, reducing tension and therefore assisting successfully in majority of the sessions

Bank Services

- Financial Terminology gathered is used on a regular basis, sustaining the same register used by the speaker. Learning Platform and Glossaries are updated often, 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 child/teenager to engage more comfortably, with the message still being conveyed properly

SKILLS

- Quick decision-making
- Detail-Oriented
- Flexible
- Excellent Communicator
- Calm under pressure
- Active Listener
- Specialized Terminology
- Document Translation
- Knowledge of CAT tools

TRAINING/COURSES

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

Medical Interpreter Onboarding &
HIPAA Compliance Training Course

Certificate for **Effective Note-taking: A**
Hands-On Approach Course

INTERPRETER COURSE, 05/2026
Language Line Solutions - LLS Remote

Quality Assurance Rater Training
Telus Digital

KEY ACHIEVEMENTS

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

Managed a consistent Interpretation
workflow of **3.000+ calls** for Propio
and Alfa combined

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

21,546 words translated in legal and
business documents

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

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 Interpreter

03/2026 - 07/2026

Alfa systems

- Working on Martti's platform (On-demand Medical Interpretation Services), receiving both OPI and VRI calls
- Managed a consistent Interpretation workflow of 300+ calls in april 2026, achieving the 1st place in performance and good reviews amongst all the portuguese interpreter team
- Considered the best performer in the group training. Based on my results, consistency, and overall engagement during the courses and activities
- Granted 8 certificates during Alfa's Interpretation training

Audio and Video Adapter

10/2025 - 06/2026

U.S Translation with DeepDub

- Acts as a Freelance Audio to Video Sync Specialist on the deepdub platform, using slack and different workflow tools
- The project resolved around adapting full dorama style episodes (Asian Drama) for US audiences, turning the segments and dialogue into proper Localized Content
- Participated in many workshops and webinars that focused on Adaptation techniques, Performance tips, Casting choices, Proper Sync and Timing skills & improved Audio quality
- Used efficient CAT softwares for more accurate translation in Japanese<>English
- Experimented with the dubbing feature, doing my own VA for some characters lines, in order to better convey the tone and emotion needed on certain scenes, then mixing with the original VA voice

Video Editor

11/2025 - 02/2026

Crazy Bird Films - Brazil

- Assisted with editing audio/video content, selecting the appropriate format and video style for a range of audiovisual projects
- Some of the clients I worked for were Ford (mustang event) and The Cecília Meireles Concert Hall
- Responsible for inserting transitions, lower thirds and general effects, following closely with the client's script and deadline
- Used Adobe Premiere as main software
- Transcribed audio accurately for use on social media posts, heightening user engagement with video content

Remote Freelance Business Translator

09/2024 - 01/2025

AMMalls Group

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

OVERALL CERTIFICATION AND PROJECTS

Brazilian General Data Protection Law 'LGPD', Lawyer Mariana Toledo, 01/01/20, Present

Undergraduate Research Project - two academic articles published, 2022

Member of the CJM Community 'Young Conflict Mediators', CBMA 'Brazilian Mediation and Arbitration Center', 01/01/18, 12/01/21

CorelDRAW and Photoshop Certificates, 2017 - 2018

Junior Achievement Program by Mini Business Initiative Certificate, 2014

- 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

Trainee Manager LEROY MERLIN

11/2022 - 05/2023

- 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

Volunteer Scanlation Member Manga Translation Online

12/2021 - 12/2022

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

Intern BARE AUTO/RE - Bradesco Seguros

05/2021 - 12/2021

- 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

08/2019 - 12/2019

Civil Court - Third Federal Chamber's

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

English Teacher

03/2019 - 12/2019

Self-Employed

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

Intern

04/2019 - 08/2019

Law Consultancy - INVEPAR

- 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

07/2018 - 11/2018

FUCAM - Criminal Firm of the University

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