



Pearl Swasey

LANGUAGE PROFESSIONAL

+ 54 9 11 2166-3095

pearlswasey8@gmail.com

[linkedin.com/in/pearl-swasey-757bb81a3](https://www.linkedin.com/in/pearl-swasey-757bb81a3)

Buenos Aires, Argentina

EDUCATION

Psychology Degree Student
Universidad Nacional de Buenos Aires
2023 - Present

EXPERTISE

Cultural Competence
Quality Assurance
Staff and User Training
Project Management
Public Speaking
Engagement
Workshop/Webinar Facilitator
Microsoft Office

LANGUAGE

English

Spanish

EXPERIENCE

February 2021- Present GLOBO Language Solutions - Corporate Contractor Quality Assurance and Onboarding Specialist

Review clients recorded and live interpretation calls to ensure proper protocol, role proficiency and skills compliance. QA Outreach feedback & provision of personalized, specific feedback (course-corrective & positive reinforcement) paired with one-on-one coaching to interpreters in order to increase quality measurements. Establishing Performance Improvement Plans. Create interpreter resources and aids to drive continual improvement.

Develop and facilitate webinars, workshops and other professional development opportunities. Engagement and recognition specialist. Foster a culture of appreciation and acknowledgment within the organization. Successfully implemented a comprehensive recognition program that was tailored to our company's values and culture. Onboarding new interpreters and making sure they can use the platform and they have optimal setup. Language proficiency assessment coordinator.

August 2019 - Present GLOBO Language Solutions | Freelancer VRI/OPI Medical and Community interpreter

Provide remote interpretation services for medical consultations, procedures, and other healthcare interactions via phone or video conferencing platforms. Facilitate communication between patients, their families, and medical staff to ensure patients' preferences, concerns, and needs are understood and addressed appropriately. Handle challenging and emotionally charged situations with professionalism, empathy, and cultural awareness.

January - October 2019 VOYCE GLOBAL | Freelancer VRI/OPI Medical and Community Interpreter

The Medical Remote Interpreter facilitates accurate communication between healthcare professionals and limited-English proficient patients via remote communication platforms. The role demands linguistic proficiency, cultural sensitivity, and a comprehensive understanding of medical terminology and procedures.

REFERENCES

MARK ROCKFORD

GLOBO / Vice President of Quality & Engagement

Phone: +1832-544-3243

EVA P. STITT

Program Director, Virginia Behavioral Health Interpreting Program

Email: vrhp@dbhds.virginia.gov

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VOLUNTEERING

VECINA

VECINA seeks to empower immigrant justice advocates by mentoring attorneys, educating communities, and mobilizing volunteers.

Volunteer Interpreter



EXPERIENCE

January - October 2019
in Call International Call Center

Remote Interpreter & Team Leader/Trainer

The team leader ensures that interpreters have the necessary resources, tools, and technology to perform their roles effectively. This might involve coordinating with IT departments, providing access to relevant software, and managing equipment needs. The team leader acts as a point of contact between the interpreting team and clients, addressing any inquiries, feedback, or changes in requirements. In cases where specialized interpretation is required (e.g., medical, legal, technical), the trainer ensures that interpreters receive specific training in those domains, equipping them with the necessary terminology and context to excel in their roles.

October 2016 - December 2018
GRUPO LEVANTER | Language Line Solutions

Remote Interpreter

Excellent communication skills in both spoken and written forms for all involved languages. Strong knowledge of cultural differences and the ability to adapt communication accordingly. Prior experience as an interpreter is preferred, but not always mandatory. In this position I was provided training and embarked on the interpreting profession. Knowledge of technical proficiency to effectively use interpretation tools and software. Strong active listening skills and quick thinking to provide accurate on-the-spot interpretations for legal, medical, financial and diverse industries across the USA.

REFERENCES

DARI COLEMAN

Interpreter and Customer Service Specialist - GLOBO

Email : delleryc002@gmail.com

Phone: +504 9839-7727

AYANA JACK

Interpreter and Translator - Master's Program Professor UAG

Email : ayanajack@gmail.com

Phone: +868 796-1890

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PUBLIC SPEAKING

○ April 21,22 2023

Department of Behavioral Health and Developmental Services

Guest Speaker at the Virginia Conference for Oral Interpreters

Amidst the landscape of refugee health, the fusion of technology and empathetic care has brought to light a transformative agent: the remote medical interpreter. Positioned as a guest speaker for the Department of Behavioral Health and Developmental Services' Virginia Refugee Healing Partnership, the speaker introduces the audience to the intricacies of this pivotal role. The speech delves into the transcendent nature of remote interpretation services, illuminating their impact in bridging language barriers and fostering equitable healthcare access.

○ March 2023 - Virtual

Universidad Autonoma de Guadalajara

Guest Speaker at classes the Translation and Interpretation Master's Degree

In the context of a master's program on interpretation and translation, the speaker aimed to explain the complex world of remote consecutive interpretation, while adhering to the ethical standards of the United States. Focusing on the ever-changing field of language services, the talk explored the details of remote interpretation and how it upholds ethical rules, while also providing a thorough understanding of consecutive techniques. The presentation highlighted the challenges and possibilities that came with maintaining the accuracy of interpretation while considering cultural differences.

○ September 2023 - In-person Montevideo, Uruguay

Uruguyan Congress for Translators and Interpreters

Guest Speaker at CUTI

In a live presentation, the speaker addressed the pressing issue of vicarious trauma and compassion fatigue experienced by interpreters and translators. With a focus on the emotional toll of this work, the talk shed light on the challenges inherent in navigating these complex experiences. Providing practical insights and coping mechanisms, the speech offered guidance on how interpreters and translators can effectively manage these challenges. Emphasizing the importance of self-care and resilience-building, the presentation aimed to empower language professionals with the necessary tools to maintain their well-being while continuing to provide critical language services.

ASSOCIATIONS

IMIA

International Medical Interpreters Association

Member # 26798

AATI

Asociación Argentina de Traductores e Intérpretes

Member # 1618

Certificates



NATIONAL BOARD OF CERTIFICATION FOR MEDICAL INTERPRETERS

Certifies that

Pearl Swasey

has successfully completed and passed the National Certification for Medical Interpreter tests and having satisfied all other requirements, is hereby granted the designation of Certified Medical Interpreter (C M I)

Spanish

CMI# 102892

A handwritten signature in cursive script, appearing to read "C. P. ...", is written over a horizontal line.

Chair,
National Board of
Certification for Medical Interpreters

This certificate is valid for 5 years from the date of issue
The NBCMI retains sole ownership of this certificate

Date of issue 07/19/2020
Date of Expiration 07/19/2025



Virginia Department of
Behavioral Health &
Developmental Services

CERTIFICATE OF COMPLETION

This certifies that

Pearl Swasey

has successfully completed the 40-hour

**Behavioral Health Interpreting Curriculum
Training of Trainers**

conducted on August 22 – September 1, 2023.

Given this 1st day of September 2023, in Richmond, VA.

Eva P. Stitt, PhD, BHIT3

Refugee Behavioral Health Coordinator
Manager, Virginia Behavioral Health
Interpreting Program

Certificate No. T-00729

Training Instructors:

Margie Bruce Miguel, BHIT3
Cecily Rodriguez, BHIT3
Freshta Taeb, BHIT3

Training partner



SCHOOL OF PUBLIC AND
INTERNATIONAL AFFAIRS
VIRGINIA TECH.

2810 N. Parham Road
Suite 205
Richmond VA 23294



Virginia Department of
Behavioral Health &
Developmental Services

Office of Behavioral Health Wellness

CERTIFICATE OF COMPLETION

This certifies that

Pearl Swasey

has completed the 8-Hour Community Mental Health
Awareness Session (CoMHAS) Facilitator's Training
held on July 13-14, 2023.

Given this 5th day of August, 2023 in Richmond, VA.

Eva P. Stitt, PhD

Coordinator, Refugee Behavioral Health Program
Virginia Department of Behavioral Health
and Developmental Services

Trainer:
Dilshad Charania, BHIT3
Freshta Taeb, BHIT3

Certificate No.
CTOT- 00221



NATIONAL COUNCIL ON INTERPRETING IN HEALTH CARE

The National Council on Interpreting in Health Care
presents this

CERTIFICATE OF ATTENDANCE

to
Pearl Swasey
for attending

NCIHC Language Access Congress 2023

Date: Friday, September 29, 2023

The National Council on Interpreting in Healthcare (NCIHC) will be hosting its first Language Access Congress on September 28-29, 2023, with the theme of "Going Back to the Future." The Congress will celebrate the NCIHC's 25th anniversary and its founders and will examine the genesis of language access in healthcare in the United States. The program will also explore present-day language access concepts and challenge attendees to envision what it will look like soon and far into the future.

**Continuing Education Approval: CCHI 6.0 instructional hours Program ID 10247 | 6 ATA
Instructional hours**

WWW.NCIHC.ORG



LATINOS IN VIRGINIA
EMPOWERMENT CENTER

This certificate is awarded for participation in 6 hours

Interpreting for Victim Services Training

CERTIFICATE OF COMPLETION

This Certificate is awarded to:

Pearl Swasey

July 2023

Elvira de la Cruz

LIVE CENTER CEO

Tomiko Tamashiro Parbo

LIVE CENTER LANGUAGE ACCESS
COORDINATOR