

## **Fred Liangxuan Liu**

Greater Vancouver Area, Canada

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### **Summary**

- Fluent in English&Mandarin; understanding of Chinese/Canadian/U.S. cultures.
- Excellent math skills; attention to detail; able to work in a fast-paced environment.
- Able to develop and maintain a positive working relationship with co-workers.
- Able to handle large volume of email/phone inquiries; master in time management.
- Experienced data entry and related administrative duties in business environment.
- Sound knowledge of Immigration Refugees and Citizenship Canada policies and procedures.
- Hold a valid Class 5 driver's license with clean driving record.
- Typing speed 50+ words/minute.

### **Work Experience**

#### **On-site Community Interpreter (MAN-ENG)**

**Archway Community Service, British Columbia, CAN**

2019.03 - Present

Interpreting between Mandarin and English to clients for Vancouver General Hospital, BC Children's Hospital, WorkSafeBC and other social organizations.

#### **Over-the-Phone Medical Interpreter (MAN-ENG)**

**Language Line Solutions (Work at home)**

2017.06 - 2019.06

Render correct concept and meanings between Mandarin and English following complexity, clarity, tone, and style from one language into another.

Understand protocol and terminology in the following industries: Medical, Insurance, Finance, and Law. Employ good communication skills, clear pronunciation, professional tone of voice.

Demonstrate cultural sensitivity, provide clarification using good judgment.

Fred has taken over 1600 hours of OPI(Over the phone interpreting).

## **Mandarin Interpreter (MAN-ENG)**

**CanTalk Canada, Winnipeg, Manitoba, CAN**

2017.03 - 2018.05

Interpreting from Mandarin to English to business clients including ICBC (The Insurance Corporation of British Columbia, Workers Compensation Board, Service Canada, Service Ontario, York Regional Police, T-Mobile, AT&T and U.S. gas/utility companies.

Fred has taken over 800 hours of OPI.

## **Customer Service Representative**

**24-7 In-touch Contact Centre, Winnipeg, Manitoba, CAN**

2016.01 - 2016.12

Professionally and courteously handling inbound calls following company policies..

Providing support and assisting customers with account information such as shipping, billing and product inquiries. Processing of payments, troubleshooting technical issues. Performing general office duties including sending and receiving emails.

## **English Language Centre Student Lead/Coordinator (4 months term) 2015.05 - 2015.08**

Providing support services to a diverse group of international students,

Conducting surveys to collect and analyze findings related to the overall student experience.

Taking photographs in field trips using DSLR in a professional manner.

## **Education**

**Simon Fraser University** Courses in Medical Translation&Interpretation 2018.09 - 2018.12

**University of Manitoba** BA - Major: Mathematics; Minor: Sociology 2013.09 - 2016.02

**Red River College** Courses in Business and Administrative Studies 2013.01 - 2015.04

## **License/Certificate**

**Society of Translators and Interpreters of BC, Vancouver, BC**

Associate Translator English-Chinese

2019.08

**Cultural Interpretation Services for Our Communities (CISOC), Ottawa, ON**

CILISAT Community Interpreter Certificate

2019.06

**St. John Ambulance Canada, Winnipeg, MB**

Standard - CPR Level C / AED / First-Aid Certification

2019.06

**Language Line Solutions, Winnipeg, MB**

Certificate in Medical Specialized Interpreter Training

2018.01

**Canada Revenue Agency, Winnipeg, MB**

CVITP(Community Volunteer Income Tax Program) Tax Clinic Volunteer 2014.04-2018.04