

**Wasan Alogaili**  
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**Objective:**

To obtain a position that allows me to utilize my current skills to assist in advancing a business that offers a stable employment opportunity. Eager to learn new skills.

**Skills:**

- |                         |                               |                       |
|-------------------------|-------------------------------|-----------------------|
| • Customer Service      | Team player                   | Organizational skills |
| • SAB internal software | Excellent attention to detail | Microsoft Office      |
| • Fluent in Arabic      |                               |                       |

**Work History:**

**Telelanguage, Inc.**                      Portland, Organ                      01/2018t to Present

Over the phone Arabic Interpreter

- Developed and maintained customer relationships.
- Conducting OPI (Over the Phone Interpretation) customer service for Medical Centers, , Health and Human services reapplications, Hotels and airways reservations, Schools, Immigration, Banks, insurance companies, 911 Calls, etc...).
- Follow ethical codes that protect the confidentiality of information
- Meet company standards to exceed needs in customer service and interpreting skills.

**Spring Branch ISD**                      Houston, Texas                      2/2018 to Present

Substitute Teacher

- Adapt teaching methods and instructional materials to meet students' varying needs and interests.
- Records names, dates of absences, and tardiness as instructed.
- Maintains the regular routine of the class and follow the lesson plan of study
- Guides the learning process toward the achievement of curriculum goals.

**Ladon Technological Public Benefit Corporation**   Berkeley, California 07/2017 to 11/2018

Arabic Translator

- Translate a wide variety of complex texts containing difficult, idiomatic, scientific, and colloquial writing and capture subtleties, nuance, tone, and register.

**Language Line Solution**                      Monterey, California                      12/2015 to 6/2017

Over the phone Arabic Interpreter

- Developed and maintained customer relationships.
- Read written materials, such as legal documents, scientific works, or news reports, and

- rewrite material into specified languages.
- Conducting OPI (Over the Phone Interpretation) customer service for Medical Centers, Health and Human services reapplications, Hotels and airways reservations, Schools, Immigration, Banks, insurance companies, 911 Calls, etc...).
- Following protocol and using good note taking to convey information in both languages.

**Inteplast Shipping Company**

Houston, Texas

07/2014 -

07/2015

## Traffic Coordinator

- Handle all LTL freight including truckloads.
- Work in the Medegen department and process all orders for the company.
- Schedule pick-ups with freight carriers, and help process bill of lading.

Process parcel shipments for UPS/ FedEx and assist with the yearly inventory.

**Iraqi Federation Industries**

Iraq, Baghdad

08/2008 - 04/2013

## Data Entry Clerk and Translator

- Operate office machines, such as photocopiers and scanners, fax machines and personal computers.
- Answer telephones, direct calls, and took messages.
- Communicate with customers, employees, and other individuals to answer questions, explain information, take orders, and address complaints.
- Maintain and update filing, inventory, mailing, and database systems.
- Compile, copy, sort, and file records of office activities, business transactions, and other activities.
- Translate and interpret a wide variety of documents

**Education:**

Bachelor Degree in Education, University of Baghdad Iraq, Baghdad, 2001.

**Certification:**

BankWorks, SER Jobs for Progress, Houston Texas, 2017

Medical Specialized Interpreter Certificate, Language Line, Houston, Texas, 2017

Introduction to Community Interpreting for English and Arabic Certificate, Texas Department of State Health Services, Houston, 2014