

Teresa R. Sheehan

**PROFILE**

Highly proficient in Spanish. Over five years' experience as an interpreter or translator in a professional setting, including legal and medical settings, as well as five years' experience working in public service. Extensive experience in administration assistance and customer service lending a high level of interpersonal communication skills in both English and Spanish whether over the telephone, in person, or in writing. Knows the extreme importance of accuracy in data and correspondence. Has advanced knowledge of assistance program applications and documents, etiquette, and vocabulary, and can easily and efficiently navigate electronic databases and websites. Approved to test for Medical Interpreter Certification through The National Board of Certified Medical Interpreters and passed the first set of exams in 2014. Prior Certified Application Counselor for the Affordable Care Marketplace, prior Notary Public. Founder of local bi-weekly Spanish/English conversation group, prior site supervisor of HealthCore Americore Volunteers at Salud clinics. Current Medical Interpreter for the specialty clinics at Medical Center of the Rockies. College graduate educated in multiple areas, especially pertaining to languages, social skills, problem-solving skills, and diligence.

**RELEVANT EXPERIENCE**Medical Interpreter, UCHealth, Medical Center of the Rockies*Loveland, CO March 2017-Present*

Interprets during office visits for specialties including Rheumatology, Endocrinology, Internal Medicine, General Surgery, Neurology, OB/GYN and Pediatrics. This includes the check-in and check-out process for patients, interpretation during office visits, and over the phone for scheduling and communication facilitation between patient and provider. Manages interpreter schedule including coordination of outside interpreters. Some translation of documents, including patient letters, notices, and office visit information.

Bilingual Care Manager, Salud Family Health Centers*Fort Collins, CO April 2015-March 2017*

Responsible for coordinating the care of Salud patients by developing comprehensive care plans that identify and target barriers to healthcare, working closely with those patients to set and meet goals in a specific timeframe, advocate and assist in applying for various assistance programs, ultimately reducing barriers to healthcare and social needs and increasing health outcomes. Works closely with clinics, local community hospitals, community members and partnering agencies, and acts as part of the integrated healthcare team, including physicians, medical assistants, behavioral health providers and dental providers. Ensures that the patient is fully informed and comfortable with their visit to Salud and has appropriate and timely follow-up. Average expected caseload is 50 patients, each with a specific set of goals and needs. Site supervisor for AmeriCorps Volunteers stationed in Salud Clinic. CORE Value Employee of the Month, July, 2016.

Patient Advocate and Eligibility Specialist, Cape Fear HealthNet*Wilmington, NC December 2011-September 2014*

Satellite employee at both Pender County Department of Social Services and HealthNet Clinic (merged with Cape Fear Clinic in 2012). Interpret at the HealthNet Clinic and Cape Fear Clinic for Dr. Janelle Rhyne, Family Nurse Practitioner Jean Rose, and other rotating volunteer physicians. Accompany those patients that need interpretation to their various outside medical appointments to interpret, i.e., medical, dental, eye care, and enrollment appointments. Screen patients for eligibility based on income and lack of insurance. Evaluate patients based on their needs to make referrals to the appropriate assistance agencies in the community, including social services, free clinics, the Lion's Club, and other charitable organizations and assistance programs, working closely with patients to attempt to fulfill all unmet needs as

well as working closely with those charitable organizations and assistance programs to build relationships. Connect with and conduct outreach with other charitable organizations and assistance programs. Use computer databases to access patient eligibility information necessary for enrollment, including Department of Social Services databases, clinic databases, etc. Assess needs for and coordinate prescription assistance and transportation assistance.

Festival Latino Head of Entertainment, Amigos International

*Wilmington, NC September 2010-2015*

Head up entertainment department by way of organizing volunteers and executing tasks in a timely manner in a span of two months to have everything ready by date of festival. Find and invite top local bands, dance groups, DJs, MCs, trios, and solo artists, mostly to perform and represent Latino culture. Build a schedule of performance times based on availability of performers. Get all biographical information, music, and photos from performers for promotional material and help performers set up interviews with local Latino radio station for promotions. Find and set up necessary equipment for the day of, including stage, sound equipment and microphones, dance floor, etc. Organize and execute dance contest to feature popular Latino dances as well as to feature the day's DJ. Act as stage manager the day of, making sure artists are ready to go on stage at the time of their performance and that everything functions correctly throughout the day.

Legal Assistant and Translator, Brian J. Moore & Associates

*Wilmington, NC June 2009-December 2011*

Duties include in-person and telephone intake of both English- and Spanish-speaking clients, including processing payments, taking down case details and circumstances, providing quotes and detailed case-related information to clients, writing daily court update letters, interpreting in consultations with clients, translating court documents and discoveries for all Spanish-speaking clients, and occasional court translation.

**EDUCATION**

University of North Carolina Wilmington August 2004-May 2009

*Bachelor of Arts in Spanish*

Study Abroad Fall 2008, Universitat de Valencia, Spain

*Bachelor of Fine Arts in Creative Writing*

*Certificate in Publishing*

**CERTIFICATIONS and LICENCES**

Notary Public, North Carolina	Jan. 2010-Jan. 2016
Certified Application Counselor (Affordable Care Marketplace),	Dec. 2013
Registered to test for Certification in Medical Interpreting	Dec. 2013
Passed first set of National Board Medical Interpreting exams	2014

**REFERENCES**

**John Alvarez** (970) 691-6569

Care Manager, Salud Family Health Centers

**Dr. Janelle Rhyne** (910) 616-2304

Director, Cape Fear Clinic/Chair, National Federation of State Medical Boards

**Diane Kirby** (910) 962-7595

Public Health Nurse Supervisor, New Hanover County Health Department

**Lucy Vasquez** (910) 264-4915

Director, Amigos International