

Jessica N. Shanks

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Education

2015 – 2016	Wake Forest University <i>MA Interpreting & Translation Studies, Spanish-English</i> <i>*Program recognized by the International Association of Conference Interpreters (AIIC)</i> GPA: 3.87	Winston-Salem, NC, USA
2013 – 2015	Saint Louis University – Madrid Campus <i>MA Spanish, concentration in Hispanic literature and linguistics</i> GPA: 3.77	Madrid, Spain
2008 – 2012	William Jewell College <i>BA Spanish; K-12 Education</i>	Liberty, MO, USA

Languages

English: Native language (C2)
Spanish: Advanced, near-native proficiency (C1)

Localization Software

SDL Trados Suite 2015 Certificated

Spanish Language Experience and Immersion

2013 – 2015	Lived in Madrid, Spain while completing MA in Spanish literature and linguistics. Boarding with host family and multiple native Spanish speakers, further reinforcing language expansion. Participated in many language exchanges to hone Spanish skills and to help teach English. Translated presentation from English to Spanish, designed to help academic professionals prepare courses and monitor student progress. Attended conferences, presentations and book releases of prominent Spanish authors. Traveled throughout Spain to experience and learn about different styles of Spanish culture.
January 2010- May 2010	Studied abroad in the IES Advanced Spanish Studies Program in Barcelona, Spain. Lived with host family and honed Spanish language skills.

Work Experience

October 2018 – Present	NYC Office Suites <i>Assistant Manager</i> Work as the assistant manager at a premier real estate location in midtown Manhattan. I work directly under the Property Manager and oversee the team of customer service representatives (CSR). I ensure that the CSRs complete daily reception work and client requests in a timely and organized manner for the clients. I create all reports for client invoicing and billing as well as oversee most aspects of client moves. I also create content, design, and publish the location's monthly newsletter. Additionally, I create organizational documents (Excel sheets, etc.) for our company such as inventory organization, Virtual Client organization, and Location Account information,
May 2017 – September 2018	City of Winchester Local Government <i>Bilingual Deputy Clerk</i> Work under the administrative supervision of the Clerk of Court. Assist with the preparation and processing of legal documents in accordance with state and local policies. Also act as bilingual deputy clerk to assist the Spanish-speaking population in their legal affairs within the office such as marriage licenses, passports, managing their accounts, etc. This interaction also includes sight translation of documents such as letters and applications. I also translated English applications into Spanish that we found were needed by this population. Competencies: confidentiality, administrative proficiency, organization, customer service, communication, legal knowledge, Spanish, interpersonal communication, translation, sight translation, interpreting, multitasking.

- February 2017 – Present
Translate.com
Translator & Editor
Serve as a post-machine editor. Editing and re-translation of submitted texts. Competencies: translation, editing, Spanish, English, cross-cultural communication.
- September 2010 – April 2017
Bath & Body Works
Key Holder
Member of management team. Opened and closed store, managed associates, oversaw general store operations. Customer service, work the cash register, stock, shipment, floor sales, and floorsets. Achieved and maintained individual sales goals, as well as helped achieve and maintain store sales goals. Competencies: interpersonal communication, time management, leadership.
- June 2016 – March 2017
Partners 1st Federal Credit Union
Branch Teller
Energetic team member who helped meet the branch sales goals. Handled cash, managed member accounts, made deposits, issued checks. Competencies: interpersonal communication, finances.
- January 2016 – May 2016
Wake Forest Baptist Medical Center
Interpreting Internship
Worked as a Spanish medical interpreter in different sections of the hospital. Mediated communication between patients and providers. Competencies: interpersonal and cross-cultural communication, organization, Spanish.
- September 2013 – May 2014
Saint Louis University – Madrid Campus
Research Assistantship
Worked with professors to help create practice materials for the DELE test, translated academic documents, helped to organize the 2014 academic symposium, and transcribe research. Competencies: interpersonal communication, Spanish, organization, translation, technology.
- June 2006 – September 2012
Missouri Department of Natural Resources
Park Aid at The First Missouri State Capitol, Pilot Program for Missouri State Parks, and Castlewood State Park
Provide assistance during special events and holidays. Lead tours, hikes, craft and cooking demonstrations. Administrative work in the park office. Competencies: interpersonal communication, administrative, organization.

Teaching & Tutoring Experience

- October 2016 – Present
Freelance Tutor Winchester, VA
Freelance home tutoring in Spanish. All levels. I offer aid to students for their school Spanish curriculum. I also offer, upon request, an assessment of student skills and the development of a personal curriculum and materials for independent learning outside of the student's academic classes.
- Spring 2012
Liberty High School, Liberty School District (6 weeks) Liberty, MO
Student Teacher
Spanish I and II: assumed role of regular classroom teacher, including professional development, communication with parents/guardians, assessment of students, staff meetings. Collaborated to create curriculum and lesson plans; performed basic duties such as attendance, and providing individual assistance to students.
- Spring 2012
South Valley Middle School, Liberty School District (10 weeks) Liberty, MO
Student Teacher
7th Grade Introduction to Spanish B: assumed role of regular classroom teacher, including professional development, communication with parents/guardians, assessment of students, staff meetings. Collaborated to create curriculum and lesson plans; performed basic duties such as attendance, and providing individual assistance to students.

Community Involvement and Activities

Phi Sigma Iota, language honors society
Vice president (2 years)

Alpha Delta Pi
Member of Executive Board and Committee (2 years)

- Director of Standards and Ethics
- Director of Social Enrichment

References

Available upon request.