

JUANITA HALEPAS

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SUMMARY

Dedicated and strategic professional with a high commitment to serving the public, providing excellent customer service and creating awareness of the importance of language access and cultural competency.

SKILLS

- Confident public speaker
- Bilingual and Bicultural
- Interpersonal skills
- Cultural Competency
- Experience in legal arena and legal procedure
- Multitasking and time management
- Organizational Skills
- Diversity & Cultural proficiency
- Healthcare Environment Experience
- Court and Medical Spanish Interpreter
- Case management
- Leadership skills
- Globalization
- Transcription and Translation

PROFESIONAL EXPERIENCE

CONNECTICUT JUDICIAL BRANCH, HARTFORD CT. DISTRICT OF NEW HAVEN

Child Support Enforcement Officer (Feb 2019 – Present)

Assisting parents in securing financial and medical support for their children by enforcing and modifying their child support orders in Magistrate Court. Daily case management and weekly court presentation. Efficient customer service. Precise application of Federal and State law pertaining to Child Support Enforcement.

Certified Spanish Court Interpreter (Feb 2008 – Feb 2019)

Provide language access to limited English proficient (LEP) clients of the court. Keep up to date statistics of events preformed daily. Mentor new Court Interpreters by providing them with the basic knowledge of legal vocabulary and modes of interpretation. Participate in yearly trainings to review the Code of Ethics and to maintain the level of vocabulary and skill needed to perform simultaneous, consecutive and sight translation. Understand criminal and civil processes under Connecticut law. Produce and edit the Interpreter and Translator Services Unit Newsletter. Create and facilitate interpreting workshops. Knowledge of criminal and civil law and procedure.

Compliance Coordinator Program (aka Affirmative Action) (Jan 2010 – Present)

Serve as compliance coordinator on hiring panels conducted throughout the year. Ensure that all interviews follow hiring policy and procedure of the Judicial Branch.

Advisory Committee on Cultural Competence (Jan 2015 – Present)

Assessing training needs and developing an ongoing, comprehensive training program addressing cultural competency for all staff. Recommend an action plan to promote and ensure diversity in the hiring and retention of employees and to ensure a culturally competent workforce. Create and facilitate shorter diversity and inclusion programs that promote awareness on inclusion and multi-culture in the workplace, in different court locations.

District Liaison Committee (Jan 2015 – 2018)

Act as liaison between the district of New Haven and Hartford on issues regarding the Pillars of Service Excellence. Host presentations of different benefits offered to the employees in the New Haven District.

YALE NEW HAVEN HEALTH SYSTEM, NEW HAVEN, CT.

Certified Medical Interpreter/Cultural Broker (Feb 2016 – June 2020)

Provide language access to limited English proficient (LEP) patients at different hospital settings. Maintain statistics on Epic for requests preformed daily. Edit Language Services Newsletter. Create and facilitate language neutral workshops on interpreting methods to Language Services members. Coordinate interpreter requests.

Diversity and Inclusion Council Member (Jan 2018 – Jan 2019)

Organized and participated in diversity and inclusion events, aimed at improving patient centered care and staff inclusiveness.

YALE UNIVERSITY SCHOOL OF MEDICINE, NEW HAVEN, CT.

Consulting (Sep 2017 – December 2018)

Add the cultural component to the Medical Resident Spanish Initiative in order to better serve the represented community. Coach resident doctors to improve interaction with the limited English proficient community.

MEDICAL & LEGAL INTERPRETER ACADEMY, WOODBRIDGE, CT.

Director & Facilitator (2015-2016)

Created an academy for bilingual individuals who were interested in learning the trade of interpreting in the legal and healthcare settings. Developed a semester curriculum and taught students theory as well as practicum in simultaneous, consecutive and sight translation. Create awareness in cultural competency present in medical and legal settings.

INTEGRATE, LLC, STRATFORD, CT.

Director (2013 – Present)

Helping immigrant community members to integrate into the American society by creating awareness in basic local and state criminal and civil laws and regulations. Acting as liaison between community members and local organizations offering resources according to individual needs.

AT&T CREATIVE MEDIA SERVICES, NEW HAVEN, CT.

Transcription / Translation / Voice over (Sep 2012 – Present)

Transcribe internal videos for AT&T Corporate offices. Translate internal videos for AT&T / DIRECTV Corporate offices in Mexico and South America. Translate campaign videos such as “No texting and driving” for audiences in Mexico. Provide voice over for videos produced by AT&T.

NATIONAL WHOLESALE FLORIST, ORANGE, CT.

Production, Sales & Farm Relations (Sep 1995 - Sep 2010)

Purchasing of bulk items for bouquet composition and production. Development and maintenance of relations with flower suppliers and production farms in Colombia, acting as liaison between the farms, wholesaler and retailer. Purchasing and accounting. Manage production staff and budget.

EDUCATION

CHARTER OAK STATE COLLEGE, NEW BRITAIN, CT

BS in Communication and Healthcare Administration, Dec 2017. Emphasis in Healthcare Administration.

CENTRAL CONNECTICUT STATE UNIVERSITY, NEW BRITAIN, CT

Multicultural/Multilingual Medical Interpretation, Sep 2014 - Dec 2014

MIAMI DADE COLLEGE, MIAMI, FL

AA in Commercial Art, Jun 1991

PONTIFICIA UNIVERSIDAD JAVERIANA, BOGOTÁ, COLOMBIA, S.A.

Social Communication, emphasis on multicultural experience, Jan 1987 – May 1989

CERTIFICATIONS

National Center for State Courts, Hartford, CT, 2009 - Court Interpreting Consortium Certification

Certification Commission for Healthcare Interpreters, New York, NY, 2015 - National Medical Interpreting Certification

Charter Oak State College, New Britain, CT, 2017 - Certificate of Leadership in Healthcare

VOLUNTEER EXPERIENCE

State Advisory Committee – MADD 2013 – 2016

FAIR HAVEN Clinic – Yale New Haven Hospital - Fair Haven Hispanic Clinic, 2014

Integrate – Community Service to Immigrants - 2013 - Present

Facilitator for Power of Parents Program in Spanish – MADD 2012