

JUANITA HALEPAS

(203)623-7243 • juanitahalepas@hotmail.com

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
- Commercial relationships
- Experience in legal arena and legal procedure
- Multitasking and time management
- Conference Interpreting
- Diversity & Cultural proficiency
- Healthcare Environment Experience
- Court and Medical Spanish Interpreter
- Leadership skills
- Globalization
- Transcription and Translation

PROFESIONAL EXPERIENCE

CONNECTICUT JUDICIAL BRANCH, HARTFORD CT. DISTRICT OF NEW HAVEN

Child Support Enforcement Officer (Feb 2019 – June 2021)

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 – June 2021)

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 – June 2021)

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.

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)

Organize and participated in diversity and inclusion events, aimed at improving patient centered care and staff inclusiveness. Fair Haven Clinic Remote Simultaneous Interpretation for community meetings.

YALE UNIVERSITY SCHOOL OF MEDICINE, NEW HAVEN, CT.

Consulting (Sep 2017 – December 2017)

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.

Biden COVID-19 Task Force program Remote Simultaneous Interpreting for US Virgin Islands and Puerto Rico meetings.

AT&T CREATIVE MEDIA SERVICES, NEW HAVEN, CT.**Transcription / Translation / Voice over (Sep 2012 – Apr 2023)**

Transcribe internal videos for AT&T Corporate offices. Translate internal videos for AT&T / DIRECTV Corporate offices in Mexico and South America. Provide voice over for videos produced by AT&T.

SOUTHERN CONNECTICUT STATE UNIVERSITY, NEW HAVEN, CT.**Adjunct Professor (Aug 2022 – Dec 2024)**

Teaching a fall semester class in introduction to translation and interpretation. Instruction included technique in interpretation, vocabulary, and processes in the legal, medical and educational arenas.

INTEGRATE Language Services, Miami, FL.**Director of Operations (2013 – Present)**

Acting as liaison between community members and local organizations offering resources according to individual needs. Providing language services in legal, medical, educational and community settings. Remote Simultaneous Interpreting (RSI) in early childhood education, community events, and environmental issues. Conference/Escort Interpreting in military exercises for the US Southern Command. Department of Justice, Executive Office for Immigration Review court interpreting. Conference Interpreting for infant mental health, early childhood education and Americans with Disabilities Act conferences. Escort Interpreting for the US State Department.

EDUCATION**SOUTHERN CALIFORNIA SCHOOL OF INTERPRETING, ONLINE**

Immigration Interpreting Program

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

Facilitator for Power of Parents Program in Spanish – MADD 2012

AFFILIATIONS

American Translators Association – ATA

New England Translator Association – NETA

National Association of Judiciary Interpreters and Translators – NAJIT

National Association of Educational Translators and Interpreters of Spoken Languages – NAETISL