

# Joshua Williams

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## **SUMMARY QUALIFICATIONS**

- Multilingual – fluent in English, Spanish, conversational Chinese, and conversational Portuguese
- Years of interpersonal skills with diverse groups
- Excellent communication – either verbally or written
- Exemplary knowledge and experience with the Hispanic culture
- Proficient in Microsoft Office Suite (MS Word, Excel, and PowerPoint)
- Analytical and adaptable
- Experienced presenter to Spanish speaking audience
- Skillful customer service strategies and techniques
- Strong experience with oral interpretation and written translation
- Knowledgeable of inventory and data management software
- Great coordination of community program resources

## **EDUCATION**

### **Kennesaw State University**

**Bachelor of Arts, Modern Language and Culture, 3.5 GPA, *cum laude*, December 2017**

**Concentration: Applied Business; Minor: Chinese Studies**

- President's List (two semesters); National Society of Leadership (two semesters)
- Merit Page Internet Site: [www.meritpages.com/joshwilliams](http://www.meritpages.com/joshwilliams) (two semesters)

**Spanish/English Medical Interpreter Certificate, Summer 2018**

- Course completed at University of Georgia Gwinnett Campus (40 hours)
- Multicultural medical interpreting education
- Role playing clinical scenarios of interpreting on the spot
- Understanding how to apply the rules professionally; the Standards of Practice
- Learning how to address any need for clarification from the patient of clinical team

**Study Abroad Experience to China, Summer 2016**

- Studied the Mandarin Chinese language at Shanghai International Studies University
- Assisted multiple conversational partners in English as they helped American students in Chinese
- Experienced the culture and importance of multicultural understanding

## **EMPLOYMENT**

**Multilingual Patient Services Coordinator (March 2018 – Present)**

Emory Healthcare, Atlanta, GA

- Ensuring patients go through the verification steps to check-in for appointments
- Coordinating and scheduling exams and appointments according to doctors' schedules based on patients' schedules
- Assisting the LEP patients complete their paperwork in Spanish and Portuguese
- Verifying accepted insurances and entering all data correctly
- Working as a liaison for patients and clinical staff; interpreting as needed
- Contacting doctor offices to obtain accurate referrals for specialist physicians
- Inputting precise information for various examinations scheduling for LEP patients in a timely manner
- Resolving issues concerning the administrative coordination of patient care

**Online/Remote Teacher** (October 2017 – Present)

51 Talk, Beijing, China

- Following the curriculum in place during classroom teaching
- Tracking improvement and areas for the students to improve
- Time management between the different course schedules and class materials
- Discussing with parents what areas need improvement
- Receiving feedback from parents with regards to the classroom teaching
- Adding props and different resources to aid efficient learning

**Early Learning Readiness Bilingual Facilitator** (October 2017- April 2018)

YMCA, Marietta, Mableton, Metro Atlanta (Georgia)

- Communicated in Spanish with the parents and/or caregivers about different methods to instruct their children
- Understood and utilized Hispanic cultural competence for parents from different countries
- Public speaking in front of parents regarding critical information
- Prepared children for kindergarten learning according to the Georgia Department of Education standards
- Coordinated activities in Spanish and English for the caregivers and children in a fun yet educational manner
- Prepared learning centers for children's activities
- Worked with children and parents on different learning activities with fun methods
- Tracked the progress and improvement of the children within the program

**Assistant Manager** (August 2016 – January 2018)

Dr. Smart Phones, Kennesaw, GA

- Interpreted for Spanish-speaking clients for repairs, deliveries, troubleshooting, and payments
- Coordinated business-to-business marketing and customers at-large for same day repairs and/or purchases
- Picked up damaged devices and delivers repaired devices to clients' jobs or homes
- Problem-solving to find solutions for customers' devices
- Managed and monitors the inventory stock as well as purchases for daily repairs
- Managed Social Media sites for advertising and maintaining customer connections
- Repaired devices (as needed) to support the technical staff

**HONORS & ACTIVITIES**

**Volunteer**, Fernbank Museum of Natural History (July 2015 – Present)

- Greeting guests and answering questions about different exhibits
- Setting up specified areas for special events such as weddings or celebrations
- Alerting management of feedback from any museum guests

**Active Member**, Chinese Club (August 2013 – Present)

- Attend cultural events to experience Chinese culture
- Speak the Mandarin Chinese language with foreign students here in America to help make them feel more comfortable

**Active Member**, National Society of Leadership (April 2016 – Present)

- Working with mentors to enhance leadership skills in the community
- Participating in workshops to strengthen skills necessary for future career objectives
- Working with other members on community service projects