

Nicole Miller

Detail oriented and dedicated to providing excellence while maintaining professionalism and efficiency to promote the best service.

LTC Language Solutions 10/19/15-current

Indianapolis, IN

Interpreting Manager – 1/8/18 – Current

- Manage operational responsibilities and activities of the department, including quality, reporting, communication, and department specific best practices.
- Meet with clients and interpreters regularly to maintain relationships, ensure quality, and continually improve LTC's services.
- Act as a resource to clients for information, services, etc. to ensure a quality interpreting service provided to them by LTC Language Solutions.

Foreign Language Scheduling Supervisor – 6/5/17 - 1/8/18

- Meet with interpreters to form/maintain relationships, ensure quality and improve LTC's services, critical conversations with both clients and interpreters,
- Vetting/recruiting
- Manage scheduling coordinators

Foreign Language Scheduling Coordinator – 1/1/16 - 6/5/17

- Maintain and sustain relationships with Foreign Language sub-contractors
- Vetting and recruiting
- Phone management and data entry
- Scheduling appointments

Assistant Scheduling Coordinator – 10/19/15 - 12/31/15

- Phone management and data entry
- Scheduling appointments for the department.

Crossmark, INC. 6/3/2014-10/15/15

Plano, TX

Merchandizing Retail Representative

- Merchandizing
- Perform plan-o-gram resets for Kroger stores

Indianapolis Neighborhood Housing Partnership (INHP) 02/2001-9/2006

Indianapolis, IN

Mortgage Loan Processor

- Maintenance of client files

- Preparation of client file for Underwriting/Closing on their mortgage, documentation collection ie: Income verification, verification of employment, title work, inspection, appraisal, homeowner's insurance, etc.

Education:

Ivy Tech: Associates, 2019

IUPUI: 2001 - 2012

Lizzette Michel

Highlights

- Professional Spanish translator, with almost two decades of experience in the field
- More than 18 years of translation, interpretation, staff leadership, personnel instruction, operations management, quality assurance, contract negotiation, and documentation experience
- Expertly recruits, trains, supervises, and assesses personnel
- Proficiency in formulating effective strategic planning, profitability, and positive business relations
- Skilled in Microsoft Word Suite
- Graduated from Valencia College

Experience

LTC Language Solutions, 2016 – Present

Translation Manager

- Oversee all functions and activities of Translation Department.
- Provides quotes and proposals for translation projects to prospective clients
- Works with clients to determine the project requirements and interacts with clients during and after a project is completed
- Ensures all providers involved with a project have all specifications of the project and makes sure the providers have access to FLOW and are tracking all details through this program
- Manages all translation projects: sets deadlines, assigns providers to tasks, and monitors progress to ensure timely delivery, goals are met, and client satisfaction
- Ensures all projects are invoiced accurately and in a timely manner
- Recruits and vets all new translators to maintain LTC's quality and pricing
- Ensures excellent relationships are built with LTC's translation clients

Albors & Associates (Alnet Transportation, Inc), 1996-2014

Director of Languages

- Authoritatively recruited, instructed, and managed more than 2,000 translators and interpreters, while issuing assignments, conducting meetings, and formulating yearly transportation plan, achieving return of nearly 50%
- Skillfully negotiated contracts, drafted quotes for clients, and ensured stringent quality control at all times
- Comprehensively reviewed department production numbers and wrote detailed reports

Director of Transportation

- Provided overall direction for transportation operations throughout the United States
- Successfully achieved 30% return and over 40% gross profit margin
- Responsible for nurturing relations with independent contractors and transportation vendors located throughout country
- Maintained currency of all relevant insurance policies and documentation

Customer Service Manager

- Proficiently directed departmental operations, including customer service and profitability concerns
- Collaborated with VP of Operations to develop strategic organizational plans
- Recruited, trained, directed, and evaluated personnel and continually analyzed and refined processes

Quality Control & Corporate Trainer

- Evaluated company performance to locate problems for correction and drafted instructional documentation
- Performed effective work training sessions and compiled detailed reports on departmental operations

- Knowledgeably helped staff with tasks and issued recommendation regarding courses of action

Languages

English – native

Spanish - native

Jenna McCullough

Summary Mid-level management professional with 8 years' experience in managing government clients, recruiting and project coordination.

Proven Skills recruiting - negotiation - project management - intercultural communication - creative problem solving - multi-tasking - training - relationship building - familiarity with Title VI, ADA, HIPAA compliance

Experience **Quality Assurance Manager / Government Services Manager**

LTC Language Solutions, Indianapolis, IN

July 2018 – Present

- Act as point of contact for all government clients, including the State of Indiana, State of Delaware, Federal Bureau of Investigation, and the U.S. Navy.
- Recruit and onboard MBE/WBE/IVOSB vendors as part of Diversity Supplier Program.
- Handle client escalations and create solutions with operations teams that maintain or improve efficiency while meeting client requests.
- Oversee client invoicing and usage reports, working collaboratively with client Contract Officers/Managers.
- Identify service gaps and proactively contact customers to see how we can best meet their needs, providing education on our services.

Assistant Language Training Manager

LTC Language Solutions, Indianapolis, IN

July 2016 – July 2018

- Managed full project cycle of 70+ language training programs (training coordination).
- Oversaw strategic bid pricing, tracking of budgets and maintaining of profit margins for government clients.
- Organized ongoing recruiting efforts (national/international)

Program Manager & ESL Instructor

LTC Language Solutions, Indianapolis, IN

July 2015 – July 2016

- Supervised the Orlando Office language training operations.
- Managed 100+ language programs worldwide at any given time for relocation companies, professional sports teams, and the government. (training coordination)
- Recruited language instructors for relocation, government students

Training Coordinator & ESL Instructor

LTC Language Solutions, Indianapolis, IN

April 2012 – July 2015

- Managed 80+ language programs (training coordination)
- Covered maternity-leave for the Translations Dept. Director in coordinating 100% of the translation projects.
- Led instructor pay team each month in accurate and timely pay of contractors. Created process to improve and maintain accuracy.

Other Experience

Employment Consultant for Adults with Disabilities

Easter Seals Crossroads, Indianapolis, IN

June 2009 – December 2010

Writing Center Consultant/Academic Mentor

Taylor University, Upland, IN

November 2005 – May 2009

Education

Graduate Certificate in TESOL

Indiana University, Indianapolis, IN | 2018

B.A. English Literature

Taylor University, Upland, IN | 2005-2009 *Magna Cum Laude*

Oxford University Study Abroad Program | 2008

Secondary Teaching License – State of Indiana

TU Online Graduate Teaching Licensure Program | 2011-2012

Technology

Microsoft Suite, SharePoint/OneDrive, JazzHR (Applicant Tracking System), Interpreter Intelligence, Salesforce, Zoom

Volunteer

ESL teacher | Metropolitan School District of Washington Township Adult ESL Program | Indianapolis, IN

Immigrant Families Welcome Team | Exodus Refugee Mission | Indianapolis, IN

Stacy M. Stevens

EDUCATION:

University of Cincinnati, Graduate School	Cincinnati, OH
Master of Education: Literacy and Second Language Studies	April 2015
Indiana Wesleyan University	Marion, IN
Secondary Education Teaching License: English	June 2012
Purdue University, Graduate School	West Lafayette, IN
Graduate Certificate: Teaching English as a Second Language	May 2010
Purdue University, Bachelor of Arts Degree	West Lafayette, IN
Major: Professional Writing; Minors: Linguistics, Portuguese	May 2007

PROFESSIONAL EXPERIENCE:

LTC Language Solutions	Denver, CO
<i>Operations Director</i>	2018-Present
<i>Language Training Department Director</i>	2017- 2018
<i>Language Training Department Manager</i>	2014-2017
<i>Program Coordinator</i>	2013-2014
<ul style="list-style-type: none">• Manage all supervisors and managers of operational departments and lead Operations Team• Track company budget, revenue goals, profit margins, department metrics, KPI's, goals, and milestones• Develop and execute operational strategies to improve quality, profit, efficiency, and overall client experience• Design training programs for new and current employees to ensure engagement and growth• Work directly with domestic and international clients to identify language needs and present solutions• Grew Language Training Department top line revenue by \$1.5M in two years and increased operating profit• Built internal training program for Language Training Department to increase employee retention• Recruited and managed first remote, full-time team in company history	
Purdue University	West Lafayette, IN
<i>Athletics Compliance</i>	2012- 2013
<ul style="list-style-type: none">• Monitored and follow-up on potential issues in the following areas: telephone logs, CARA logs, official and unofficial visits, occasional meals, playing and practice seasons, and personnel• Reviewed information on student-athlete information packets and parking pass requests• Assisted the director of compliance in rules education materials for coaches, staff, and student-athletes• Created content for new compliance web-site, utilized Microsoft Word, Excel, and Outlook to organize and track status of each sports' compliance documents	
Purdue University	West Lafayette, IN
<i>Student-Athlete Academic Mentor</i>	2011- 2013
<ul style="list-style-type: none">• Taught at-risk student-athletes on reading, writing, and presentation skills• Monitored and developed student-athletes in planning schedules and completing objectives on a daily basis• Provided advisors progress reports on student-athletes' performance and needs based on grades, behavior, and study strategies• Attended weekly mentor meetings with academic advisors to address potential issues with student-athletes and offer insight on individual's academic growth or needs	
Tippecanoe School Corporation- Harrison High School	West Lafayette, IN
<i>JV Girls/Assistant Varsity Basketball Coach</i>	2009- 2013
<ul style="list-style-type: none">• Met with all parents and athletes throughout season and reported to athletic director on team's progress and needs• Trained JV and Varsity guard development through individual workouts; provided shooting sessions and	

customized workouts

- Evaluated players and positions between JV and Varsity teams; assembled and tore down equipment in gym for games and practices year round and maintained clean and current locker room

Tippecanoe School Corporation- East Tipp Middle School

Lafayette, IN

Literacy Aide

2010- 2012

- Open library each day, prepare materials for classes and students studying and project work, and perform all check-in/out of library books and book maintenance.
- Work individually with students on homework and test assistance and report to teachers on progress.
- Maintain records of library statistics and provide updates to all teachers and staff, sort incoming and outgoing mail for entire school and deliver appropriately.

Martin George

Education

1992 - 1995 Indiana University Bloomington, Indiana
Ph.D. Language Education

1990 - 1992 Indiana University Bloomington, Indiana
M.S. Language Education

1979 - 1983 Ball State University Muncie, Indiana
B.S. Elementary Education

Professional experience

1993 - current LTC Language Solutions Indianapolis, Indiana
CEO, President

- Providing overall direction to company business for languages services: interpreting, translation, language training and cultural competence training
- Determining business strategies and working with company leaders to maintain operational standards

ESL Teaching Positions

1992-1996 Indiana University

1990-1992 Butler University

1990-1991 American School of Guangzhou

1989-1990 Zhu Ma Dian Teachers College

1987-1989 Shantou University

1983-1987 University of Wisconsin-LaCrosse

Publications

English for Specific Purposes. Visi-Pitch, Phonology and You.
1995

Professional memberships

TESOL, INTESOL –President, Vice-President, IFLTA

Languages

Chinese (Mandarin)

Community Involvement

Kiwanis, Rotary, Local Church