

JOYCE NYAMU

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EDUCATION:

MCIS Advanced Court Interpreter Training, July 2019

MCIS Language Interpreter Training Program, November 2018

MCIS Translator Training Program, July 2018

B.A French Language and Literature, Concordia University, Quebec, October 2014

LANGUAGE SKILLS:

Native fluency in Swahili: Kenya/Uganda/Tanzania dialect (ILSAT)

Native fluency in Kikuyu (IRB accredited)

Native fluency in English

Intermediate fluency in French (C1, CILISAT)

INTERPRETING WORK EXPERIENCE:

Freelance Interpreter, November 2018 – to date, French, Swahili and Kikuyu

- Immigration and Refugee Board (IRB), as well as IRCC and CBSA
- MCIS Language Solutions
- 911 Interpreters
- Cantalk Canada

Translation Coordinator, December 2019 to June 2021, Council of Ministers of Education (CMEC)

- Triage all translation requests and managed the workload of translators
- Reviewed documents to ensure they are complete and ready for translation
- Monitored translation and copy-editing requests sent out to freelancers and ensured quality and prompt payment of invoices

Interpretation Services Coordinator, March 2019 to December 2019, MCIS Language Solutions

- Coached and actively supervised interpreter performance
- Entered and followed up on service provider feedback
- Provided information on services, schedules, rates and policies to customers, sub-contractors and the public

OTHER WORK EXPERIENCE:

Bilingual Customer Account Management Specialist, April 2018 – March 2019, Equitable Bank

- Proactively managed client relations and carried out regulatory follow-up, and fraud monitoring
- Planned work for 20 call-centre agents (to accommodate breaks, lunch, and meetings), using Google sheets, Microsoft Excel and Outlook
- Maintained call centre standard operating procedures and prepared training manuals

Financial Analyst, March 2017 - April 2018, Equitable Bank

- Analyzed operational and statistical data using SQL, IBM Cognos, and Excel
- Prepared weekly, monthly, and quarterly reports on operations and sales performance
- Supported implementation of reporting changes as and when new products were introduced

Bilingual Mortgage Services Specialist, February 2015 - March 2017, Equitable Bank

- Managed own collections accounts to ensure a 97% collection rate on mortgage payments
- Used negotiation and customer service skills to counsel delinquent clients
- Utilized programs such as XRS, FileNexus and PPlus, to accurately record client interactions