

Diana Schultz

1903 Lakeview Dr.
Rockwall, Texas 75087
US

E diana@dtswebdevelopment.com
P 972-523-7931

SUMMARY OF QUALIFICATIONS

Accomplished administrator with an extensive background of demonstrated organization, customer service, communication and project management skills proven by 5 years of successful self-employment and 10 years of outstanding employment history.

Self-starter with the ability to analyze business operations and recommend strategies to improve performance. Maintain professionalism at all times and use discretion when handling confidential data. Competent "people person" with bilingual English-Spanish interpreter/translator skills and experience of event planning and HR practices.

PROFESSIONAL EXPERIENCE

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|------------------|--|--|
| 8/2000 - Present | Translator and Web Designer | DTS Web Development and Translations
Rockwall/Texas |
| | Business to Business translation and web development company. | |
| | <ul style="list-style-type: none">• Serve as the Interpreter Liaison for Lionbridge and the Executive Office of Immigration Review (EOIR) conducting 100% of assigned briefings of new interpreters within specified timeframes and evaluating 100% of local interpreters as well as maintaining a local presence for Lionbridge and recruiting new interpreters.• Contract interpreter for EOIR interpreting 75% of Spanish language cases heard in the Dallas court• Design and host websites for small and mid-sized businesses and non-profits.• Acquired contract with Language Line Services as Telephonic Interpreter receiving a 100% rating on all evaluations from Senior Language evaluators | |
| 4/2000 - 8/2000 | Program Director | Rockwall County Helping Hands
Rockwall/Texas |
| | <ul style="list-style-type: none">• Developed and managed volunteer recruiting for emergency assistance and referral program and fundraising programs.• Through close relations established with the community enhanced awareness of emergency assistance and referral program.• Handled all inter-office correspondence via written, electronic and oral communication.• Maintained concise and accurate donor database.• Published newsletter and company website.• Developed Outcome measures tracking system. | |
| 12/1997 - 4/2000 | Quality Assurance Specialist | MBNA
Addison/Texas |
| | <ul style="list-style-type: none">• Led and implemented quality initiatives.• Improved training plans by developing tutorials and interactive games for the purpose of training new machine operators and quality assurance staff.• Increased knowledge and awareness of quality objectives by leading co-workers in the production of an employee incentive program. Worked with a programmer to automate the quality assurance tracking reports and error tracking reports.• Quality Assurance Database to track machine operator errors.• Devised creative and effective employee promotions to boost productivity and promote quality assurance.• Published monthly newsletter. | |

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1/1997 - 10/1997

Life Skills Instructor

Laredo Community College
Laredo/Texas

- Instructed students ages 17 - 25 who were on probation in the five components of the GED education.
- Prepared lesson plans covering GED components
- Provided instruction on basic life skills, job search, interview skills
- Provided basic counseling for at-risk behavior
- Provided referral to local agencies on an as-needed basis
- Provided ESL and Literacy classes as needed
- Prepared daily, weekly and monthly reports for probation officers and maintained case files for all participants.

8/1995 - 2/1996

Campus Service Manager

Communities In Schools
Laredo/Texas

- Implemented the Communities in Schools program at two local high schools.
- Supervised two case managers
- Evaluated potential participants for program criteria
- Provided school administrators and students with community referrals for various social service agencies.
- Worked with at-risk youth to prevent gang involvement by using a variety of materials among them was the Challenge curriculum. We had three classes graduate from the Challenge curriculum at each school.

1/1995 - 7/1995

Summer Youth Program Counselor

South Texas Private Industry Council
Laredo/Texas

- Interviewed adolescents between the ages of 14 and 17 for the JTPA summer youth employment program.
- Administered psychological and skill aptitude tests and evaluated results to determine best job placements.
- Monitored students at job placements for attendance and job compliance.
- Prepared weekly reports.
- Counseled students regarding job requirements and interviewing skills and job search skills.

7/1992 - 8/1994

Child Care Licensing Specialist

Texas Department of Protective and Regulatory Services
Laredo/Texas

- Monitored child care facilities for continued compliance with state licensing law and minimum standards
- Evaluated applications for new child care facilities Investigated complaints
- Provided training to child care staff and directors.
- Worked closely with the local child care association planning and presenting continuing education seminars and conferences for child care providers in the Laredo and Lower Rio Grande area.
- Coordinated the annual Child Care Conference in Laredo.
- Assisted with the San Antonio area conference. Developed
- Published the Child Care newsletter in conjunction with the Laredo child care association.
- Maintained a close association with local media.
- Worked closely with local government to further the needs of child care providers.

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2/1990 - 7/1992

Medicaid Eligibility Specialist

Texas Department of Human Services
Laredo/Texas

- Determined eligibility of prospective and ongoing clients
- Provided training to regional staff in policy and automation
- Prepared presentations to community organizations about the Medicaid program.

EDUCATION

School	Degree	Location
Texas A&M International University	Bachelor's Degree	Laredo - Texas - US

AFFILIATIONS

Organization	Role
PTA	Web Master and Newsletter Editor
MITA	Web Master

LANGUAGES

Languages	Proficiency Level
Spanish	Fluent - Wide Knowledge Medically Certified Interpreter

SKILLS

Advocate	Computer Savvy	Customer Service
Events Planning	Executive Assistant	Internet Marketing
Interpreter	Liaison	Marketing
Media Relations	MS Office	Newsletter Publication
Program Director	Public Relations	Social Services
Start-up Management	Transcription	Translator