

J. EUGENIO RAVELO-MENDOZA

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PROFESSIONAL PROFILE

Expert linguistic specialist, interpreter, researcher, scheduler, coordinator, decision making, and strategist with over 15 years' experience in different sectors including accessibility (expert in Deaf and Blind communities), finance, health, employment, electronic retail, higher (private and public) education and real estate. A solution driven and creative problem solver who learns quickly and is motivated to expand expertise into other fields. Deaf person with low vision.

LANGUAGE SKILLS

- Fluent in Spanish; Venezuelan Sign Language; American Sign Language; Spanish Sign Language; Catalan Sign Language; Guatemaltecan Sign Language.
- High proficiency reading and writing in English and Portuguese

RELEVANT PROFESSIONAL EXPERIENCE

Specialist

Apple, Inc

April 2019 - Current

Washington, D.C.

- Focus on the client's needs for using the Apple technology in the operative system and devices.
- Develop a human connection with the clients in an personal or online interaction, with strong skills of strategies to make embody the client into the community of Apple.
- Facilitate in Study Hall for Staff to learn American Sign Language.
- Meet with Apple Corporation Global Accessibility Policy and Initiatives team, in Cupertino, for contributing my brainstorm for improving best life for all the Apple Community [employees and customers] over the World.
- Greet customers warmly and ascertain problem or reason for working with clients to complete information.

Language Specialist / Interpreter

Free Lance

July 1998 - Current

- Approach in simultaneous and consecutive methods of interpreting
- Develop a human connection with the clients understanding their culture background
- Facilitate the language depending of the linguistic register and sociolect of the people through language mediation or interpretation in setting approach
- Participate in many fields like business, health, culture, art, education, legal, and business areas using the terminology of their scope in technical and scientific language
- Working with hospitals and meeting one with one or conference setting for Deaf Blind and Deaf sightly
- Use my skills in the empathic understanding about the Deaf culture as well the English or spoken culture in my linguistic knowledge and domain

Customer Service Representative

DeafTax, LLC

January - April 2019

Washington, D.C.

- Resolved customer complaints via phone calls, email, mail, or social media

- Reached out to new customers to verify account information
- Greeted customers warmly and ascertain problem or reason for calling by working with clients to complete enrollment information and introduce them to the appropriate staff member for tax preparation, investment advice, or bookkeeping services
- Conducted changes in policies or complete renewals
- Scheduled meetings for executive staff with clients and vendors

American Sign Language Mentor/Coach

August - December 2018

*Montgomery College**Rockville, MD*

- Mentored beginner and advanced ASL students one-on-one, leading to more students continuing the program, enhancing their ASL skills, and improving academic performance
- Worked with faculty to create in-class and after class activities to practice with mentees
- Collaborated with coordinator, faculty and students to promote co-curricular activities to give students additional opportunities, with disability or not, to remain engaged in the learning process

Direct Support Services Professional/Residential Counselor

April - August 2018

*Deaf-Reach, Inc.**Washington, D.C.*

- Provided professional support to Deaf-Blind members of the Supported Independent Living Program
- Ensured that planned program activities occurred as scheduled
- Supervised the facility's safety, sanitation, laundry and dietary services to ensure health and welfare standards were exceeded

Executive Assistant

February - April 2018

*Chatel Real Estate, Inc.**Washington, D.C.*

- Assisted the Executive Director, including scheduling and staffing meetings, trainings, and events, managing the office, and providing logistical support
- Updated paperwork and maintained living documents for leases and contracts

Graduate Research Assistant

November 2016 - January 2018

*Gallaudet University**Washington, D.C.*

- Supported mission of Hearing, Speech and Language Sciences Department with a focus on American Sign Language (ASL) competency and use of spatial navigation abilities in the deaf or hearing person in a research project of Vestibular Balance
- Advised to develop accessibility in the survey, which it designed universally
- Led department's work with ELAN software for research on American Sign Language. Developed an instructional video for interviewees in spoken English (with closed captions) and American Sign Language.

EDUCATION*University of Valladolid, Valladolid, Spain***Master of Arts in Sign Language Education***Universidad de Los Andes, Mérida, Venezuela***Bachelor of Arts in Education** Minor in Foreign Languages