

# maryan ali

## **interpreter**

Saint Paul, MN 55117

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6513669390

Experienced Customer Service Representative with skills related to retail sales, warehouse operations and point of sale systems. Enjoys working as a member of a team as well as independently. Ability to speak and translate English to Somali and Somali to English.

Authorized to work in the US for any employer

## Work Experience

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### **Somali outreach**

Heartland Community Action - Willmar, MN

October 2018 to February 2019

- = Manage website presence of district in coordination with the Technology Department.
- = Function as part of a team to provide assistance to students, families and staff to ensure a successful school experience.
- = Provide oral and written translation services as needed.
- = Assist parents enrolling children in school and to provide home-school communication.
- = Works closely with school staff to obtain necessary information and provide assistance to families.
- = Provides support in implementation and coordination of activities with outside service agencies, school sites, etc. for child care, transportation to and from school, etc.
- = Conduct home visits as directed.
- = Act as liaison with neighborhood associations

### **Interpreter**

west central interpreting - Willmar, MN

December 2015 to April 2017

- . Precisely and accurately interprets critical medical advice and information given by the provider into equivalent terminology in the patient's native language.
- .Assists in translating medical text from English on behalf of internal and external customers; may translate patient education information as specifically requested.
- .Establishes and maintains quality service and positive interaction with all patients, customers, visitors, health care providers, and clinical employees.
- .Assists with patient follow-up as necessary, to include contacting patients with appointment reminders.

- .Maintains strict patient confidentiality in accordance with HSC policies.
- .Compile information, such as technical terms used in legal settings, into glossaries and terminology databases to be used in translations.
- .Speak, read, and write fluently in at least two languages, including English and one or more others.
- .Relay the style and tone of the original language.
- .Manage work schedules to meet deadlines
- .Render spoken messages accurately, quickly, and clearly

## **Sales Associate**

Walmart - Willmar, MN

August 2014 to November 2015

Answered customers' questions about merchandise and advised customers on merchandise selection.

Stamped, attached, or changed price tags on merchandise, referring to price list.

Stocked shelves, racks, cases, bins, and tables with new or transferred merchandise.

Compared merchandise invoices to items actually received to ensure that shipments were correct.

Itemized and totaled customer merchandise selection at checkout counter, using cash register, and accepted cash, check or charge card for purchases.

Transported packages to customers' vehicles.

Took inventory or examined merchandise to identify items to be reordered or replenished.

Received, opened, unpacked and issued sales floor merchandise.

Cleaned display cases, shelves, and aisles.

Designed and set up advertising signs and displays of merchandise on shelves, counters, or tables to attract customers and promote sales.

Packed customer purchases in bags or cartons

## **Cashier**

Walmart - Brooklyn Center, MN

August 2012 to October 2013

Received payment by cash, check, credit cards, vouchers, or automatic debits.

Issued receipts, refunds, credits, or change due to customers. Assisted customers by providing information and resolving their complaints.

Established or identified prices of goods, services or admission, and tabulate bills using cash registers, or price scanners.

Greeted customers entering establishments.

Answered customers' questions, and provided information on procedures or policies.

Maintained clean and orderly checkout areas and completed other general cleaning duties, such as mopping floors and emptying trash cans.

Stocked shelves, and marked prices on shelves and items.

Requested information or assistance using paging systems.

Counted money in cash drawers at the beginning of shifts to ensure that amounts were correct and that there was adequate change.

Calculated total payments received during a time period, and reconciled this with total sales.

Monitored checkout stations to ensure that they had adequate cash available and that they are staffed appropriately.

## **Education**

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## **nursing**

Hennepin Technical College - Eden Prairie, MN

September 2010 to December 2012

## Skills

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Time Management (6 years), Persuasion (8 years), Communication (8 years), Advertising (8 years), Receptionist (2 years), Retail (4 years), Customer Service (5 years), Training (3 years), interpreting (2 years), Cashier (2 years), Outreach (Less than 1 year)

## Additional Information

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### PROFESSIONAL SKILLS:

- ~ Patient ~ Time Management ~ Computer Knowledge
- ~ Attentiveness ~ Persuasion Skills ~ Organization
- ~ Communication Skills ~ Willingness to Learn ~ Customer Service
- ~ Product Knowledge ~ Point of Sale Systems ~ Time Management
- ~Multitasking ~ Speak and write in fluent Somali able to translate Somali to English