

Andrew Dafoe  
Founder and CEO  
TNOLA Languages  
3401 Saint Claude Ave  
New Orleans, LA 70117  
[Aj.Dafoe@TNOLA.com](mailto:Aj.Dafoe@TNOLA.com)  
504-444-2429



Date: 13 August 2024

Re: SOQ # 24-028 TRANSLATION / INTERPRETATION SERVICES

To the Selection Committee,

It is with great respect and commitment that we submit our Professional Services Questionnaire in response to SOQ #24-028 for Translation and Interpretation Services. TNOLA Languages has proudly served the Jefferson Parish Court system since 2017, providing reliable, high-quality language services that meet the diverse needs of the community.

Over the years, we have significantly expanded our capabilities, growing our network to include over 140 qualified interpreters and translators in 2023 alone. This expansion has enabled us to effectively meet the needs of Jefferson Parish and its courts, not only in the specified languages of Spanish, Vietnamese, and Mandarin Chinese but also across an additional nine language pairs. We have consistently provided in-person services, and our enclosed data demonstrates our reach across the courts in Jefferson Parish since September 2021.

**Past Service Overview:**

- **First Parish Court (Sept 2021 - June 2024):** 739 requests serviced across 10 languages, including 647 in Spanish.
- **Second Parish Court (Sept 2021 - June 2024):** 388 requests serviced across 6 languages, with 319 in Spanish.
- **24th Judicial District Court (Sept 2021 - June 2024):** 99 requests serviced across 6 languages, including 36 in Spanish.
- **Jefferson Parish Juvenile Court (Sept 2021 - June 2024):** 1,703 requests serviced across 10 languages, with 1,540 in Spanish.

To further enhance our service delivery, we have invested in a unified scheduling platform that allows for seamless coordination and comprehensive data management. This platform not only facilitates efficient service provision but also ensures transparency and accountability through detailed reporting capabilities.

While we prioritize the unmatched value of in-person interpretation, we also recognize the need for flexibility, especially with languages of limited dispersion or urgent requests. To address these challenges, we have significantly expanded our technology infrastructure to offer on-demand remote interpreting services, enabling real-time connections with professional interpreters via phone and video conferencing.

Our commitment to the Jefferson Parish Court system extends beyond service provision. We have actively contributed to the advancement of the Court Interpreting profession through collaboration with the Louisiana Supreme Court's Interpreters Subcommittee since 2021. Our involvement has been instrumental in the development of Continuing Education Requirements for Court Interpreters under the Office of Language Access.

Additionally, our work in language access spans educational settings, aiming to prevent the entry of Limited English Proficiency (LEP) children and families into the justice system. This commitment led to the founding of the American Association of Interpreters and Translators in Education (AAITE), where I served as a founding member and the first interim board member.

On a national level, we have had the honor of collaborating with the National Council of Juvenile and Family Court Judges, supporting OVW grantee organizations across the country. Our expertise in Juvenile and Family Court matters is recognized both locally and nationally.

We are confident that our experience, capabilities, and ongoing dedication to excellence make TNOLA Languages the ideal partner to continue serving the Jefferson Parish Court system. We are eager to continue our partnership and contribute to the ongoing success of the courts by ensuring that language access remains a cornerstone of justice in Jefferson Parish.

Thank you for your consideration. We look forward to the opportunity to continue our service to the community.

**Sincerely,**

A handwritten signature in black ink, appearing to read 'Andrew Dafoe', with a stylized flourish at the end.

Andrew Dafoe  
Founder and CEO  
TNOLA Languages

## **General Professional Services Questionnaire Instructions**

- The General Professional Services Questionnaire shall be used for all professional services except outside legal services and architecture, engineering, or survey projects.
- **The General Professional Services Questionnaire should be completely filled out. Complete and attach ALL sections. Insert “N/A” or “None” if a section does not apply or if there is no information to provide.**
- Questionnaire must be signed by an authorized representative of the Firm. Failure to sign the questionnaire shall result in disqualification of proposer pursuant to J.P. Code of Ordinances Sec. 2-928.
- All subcontractors must be listed in the appropriate section of the Questionnaire. Each subcontractor must provide a complete copy of the General Professional Services Questionnaire, applicable licenses, and any other information required by the advertisement. Failure to provide the subcontractors' complete questionnaire(s), applicable licenses, and any other information required by the advertisement shall result in disqualification of proposer pursuant to J.P. Code of Ordinances Sec. 2-928.
- If additional pages are needed, attach them to the questionnaire and include all applicable information that is required by the questionnaire.

## General Professional Services Questionnaire

**A. Project Name and Advertisement Resolution Number:**

SOQ # 24-028

TRANSLATION / INTERPRETATION SERVICES, Resolution No.144427

**B. Firm Name & Address:**

TraduccioNOLA LLC dba TNOLA Languages  
3401 Saint Claude Ave  
New Orleans, LA 70117

**C. Name, title, & contact information of Firm Representative, as defined in Section 2-926 of the Jefferson Parish Code of Ordinances, with at least five (5) years of experience in the applicable field required for this Project:**

Andrew Dafoe. Founder and CEO. Spanish Interpreter Certified through the Supreme Courts of Louisiana and Mississippi, Certified Healthcare Interpreter.

Aj.Dafoe@tnola.com  
Direct: 504-584-7211  
Cell: 303-263-5749  
www.tnola.com

**D. Address of principal office where Project work will be performed:**

Principal Office: 3401 Saint Claude Ave, New Orleans, LA 70117.

Primary service sites for the Parish:

2nd Parish Court, 100 Huey P Long Ave, Gretna, LA 70053.

1st Parish Court, 924 David Drive, Metairie, LA 70003

24th Judicial District Court, 200 Derbigny St. Gretna, LA

Jefferson Parish Juvenile Court, 1546 Gretna Blvd. Harvey, LA 70058

**E. Is this submittal by a JOINT-VENTURE? Please check:**

YES ☐ NO ☒

If marked "No" skip to Section H. If marked "Yes" complete Sections F-G.

**F. If submittal is by JOINT-VENTURE, list the firms participating and outline specific areas of responsibility (including administrative, technical, and financial) for each firm. Please attach additional pages if necessary.**

1. N/A

2. N/A

## General Professional Services Questionnaire

G. Has this JOINT-VENTURE previously worked together? Please check: YES ☐ NO ☐

H. List all subcontractors anticipated for this Project. Please note that all subcontractors must submit a fully completed copy of this questionnaire, applicable licenses, and any other information required by the advertisement. See Jefferson Parish Code of Ordinances, Sec. 2-928(a)(3). Please attach additional pages if necessary.

Name & Address:	Specialty:	Worked with Firm Before (Yes or No):
1. N/A	N/A	N/A
2.		
3.		
4.		
5.		

## General Professional Services Questionnaire

<b>I. Please specify the total number of support personnel that may assist in the completion of this Project:</b> <u>  5  </u>
<b>J. List any professionals that may assist in the completion of this Project. If necessary, please attach additional documentation that demonstrates the employment history and experience of the Firm's professionals that may assist in the completion of this Project (i.e. resume). Please attach additional pages if necessary.</b>
<b>PROFESSIONAL NO. 1</b>
<b>Name &amp; Title:</b>
Andrew Dafoe, Founder and CEO
<b>Name of Firm with which associated:</b>
TNOLA Languages
<b>Description of job responsibilities:</b>
Oversight of all Interpreting and Translation Operations
<b>Years' experience with this Firm:</b>
10 Years
<b>Education: Degree(s)/Year/Specialization:</b>
More than 10 years, see attached Resume.
<b>Other experience and qualifications relevant to the proposed Project:</b>
Interpretation, Translation, Organizational Leadership, and Procurement  **See attached Resume

## General Professional Services Questionnaire

<b>PROFESSIONAL NO. 2</b>
<b>Name &amp; Title:</b>
Silvia Gomez, Operations Manager
<b>Name of Firm with which associated:</b>
TNOLA Languages
<b>Description of job responsibilities:</b>
Oversight and Management of Interpretation services including training, scheduling and quality assurance.
<b>Years' experience with this Firm:</b>
10 years total experience with TNOLA Languages, in different capacities. 1 year in current position as Operations Manager.
<b>Education: Degree(s)/Year/Specialization:</b>
Masters in Spanish, Federally Certified Court Interpreter (Spanish<>English), LASC Certified Court Interpreter, Certificate in Legal and Medical Interpreting and Translation,
<b>Other experience and qualifications relevant to the proposed Project:</b>
**See Attached Resume

## General Professional Services Questionnaire

<b>PROFESSIONAL NO. 3</b>
<b>Name &amp; Title:</b>
Evelyn Andrade, Events Coordinator
<b>Name of Firm with which associated:</b>
TNOLA Languages
<b>Description of job responsibilities:</b>
Coordination of Simultaneous Interpreting Events/Trials in which equipment and teams of Interpreters are needed.
<b>Years' experience with this Firm:</b>
2
<b>Education: Degree(s)/Year/Specialization:</b>
Degree in Interpreting and Translation
<b>Other experience and qualifications relevant to the proposed Project:</b>
*See Attached Resume



## General Professional Services Questionnaire

<b>PROFESSIONAL NO. 4</b>
<b>Name &amp; Title:</b>
Carla Rocca, Translation Project Manager
<b>Name of Firm with which associated:</b>
TNOLA Languages
<b>Description of job responsibilities:</b>
Oversight of all Written Translation Projects
<b>Years' experience with this Firm:</b>
3
<b>Education: Degree(s)/Year/Specialization:</b>
10 years of Experience
<b>Other experience and qualifications relevant to the proposed Project:</b>
**See Attached Resume

## General Professional Services Questionnaire

<b>PROFESSIONAL NO. 5</b>
<b>Name &amp; Title:</b>
TBD, Administrative Assistant.
<b>Name of Firm with which associated:</b>
TNOLA Languages
<b>Description of job responsibilities:</b>
Assist with scheduling and administrative support.
<b>Years' experience with this Firm:</b>
We are currently interviewing candidates for this position due to turnover and expansion internally, unrelated to this SOQ or our ongoing work with Jefferson Parish.
<b>Education: Degree(s)/Year/Specialization:</b>
N/A
<b>Other experience and qualifications relevant to the proposed Project:</b>
N/A

## General Professional Services Questionnaire

**K. List all prior projects that best illustrate the Firm's qualifications relevant to this Project. Please include any and all work performed for Jefferson Parish. Please attach additional pages if necessary.**

### **PROJECT NO. 1**

<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
<b>Jefferson Parish Court System:</b> <b>24th JDC:</b> Abby Oliver, Abbyo@24jdc.us <b>Jefferson Parish Juvenile Court:</b> Dawn Palermo, Tyariana Scott DPalermo@jppc.org, Tscott@jppc.org	<p><b>Interpretation Services:</b> Primarily On site Interpretation, but Remote Interpretation also provide via phone and video conferencing.</p> <p>At the 24th JDC, Despite not being the primary Language Service Provider, we still provided service for more than <b>26*</b> different Interpreting requests spanning 6 different language pairs, in 2023 alone.</p> <p>At Juvenile Court, in 2023 alone, we provided service on <b>570*</b> individual Interpreter requests, spanning 10 different Language Pairs</p>
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
2017- Present	<b>Total Costs, 2017- Present</b> 24th JDC: \$90K Juvenile Court: \$725K

### **PROJECT NO. 2**

<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
<b>Jefferson Parish Court System:</b> <b>First Parish Court:</b> Donald Finger, Zuelen T Sanchez, DCF@jeffparishcourts.com, Zuelen@jeffparishcourts.com <b>Second Parish Court:</b> Andrea Ribando, Carolyn Foster ARibando@Jeffparishcourts.com, CarolynF@jeffparishcourts.com	<p><b>Interpretation Services:</b> Primarily On site Interpretation, but Remote Interpretation also provide via phone and video conferencing.</p> <p>At First Parish Court, in 2023 alone we provided service for <b>242*</b> Interpreter Requests spanning 10 different Language Pairs.</p> <p>At Second Parish Court, in 2023 alone, we provided service for <b>152*</b> Interpreter Requests spanning 6 different language pairs.</p>
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
2017- Present	<b>Total Costs, 2017- Present</b> First Parish Court: \$200K Second Parish Court: \$150K

**\*Individual "Requests" often involve Interpreters providing service for multiple cases/defendants**

## General Professional Services Questionnaire

<b>PROJECT NO. 3</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
<b>29th Judicial District Court</b> Julie Champagne jmchampagne@stcharlesgov.net	Interpretation Services Provided to all sections both in person and remotely.  In 2023, <b>111</b> *Interpreter requests were serviced, spanning 5 language pairs.
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
2016 - Present	Average Annual Cost of services during past 3 calendar years: \$18K/year

<b>PROJECT NO. 4</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
<b>40th Judicial District Court</b> Goldie Rainey, diva@stjohnclerk.org Dana Milioto, secretarydivc@stjohnclerk.org, Brandie Williams, bwilliams@stjohnclerk.org	Interpretation Services Provided to all sections both in person and remotely. Both to the Court and to the Public Defender's office.  In 2023, <b>91</b> * Interpreter requests were serviced, spanning 5 language pairs.
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
2014 - Present	Average Annual Cost of services during past 3 calendar years: \$16K/year

**\*Individual "Requests" often involve Interpreters providing service for multiple cases/defendants**

## General Professional Services Questionnaire

<b>PROJECT NO. 5</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
<b>22nd Judicial District Court</b> Vicki Hart, Vicki@stpgov.org	Interpretation Services Provided to all sections both in person and remotely. Both to the St. Tammany Parish Court as well as the Washington Parish Court.  In 2023, <b>169*</b> Interpreter requests were serviced, spanning 10 language pairs.
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
2015 - Present	Average Annual Cost of services during past 3 calendar years: \$40K/year

<b>PROJECT NO. 6</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
<b>34th Judicial District Court</b> Judge W.M. McGoey, divisiona.34jdc@gmail.com, Judge Jeanne N. Nuneau, divisionb.34jdc@gmail.com,	Interpretation Services Provided to all the court both in person and remotely.  In 2022, more than <b>80*</b> Interpreter requests were serviced, spanning 3 language pairs.
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
2019- Present	Average Annual Cost of services during past 3 calendar years: \$13.5K/year

**\*Individual "Requests" often involve Interpreters providing service for multiple cases/defendants**

## General Professional Services Questionnaire

<b>PROJECT NO. 7</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
<b>Private clients such as attorneys, Law Firms and Individual Immigration petitioners</b>	<p>On site Interpretation for civil matters, depositions, client meetings and interviews.</p> <p>Written translation of Legal documents and proceedings.</p> <p>Transcription and Translation of Audio files, video recordings.</p> <p>In just of 10 years of Operation, TNOLA Languages has provided services to more than 900 distinct clients.</p>
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
2012- Present	Costs vary by Client and Usage.

<b>PROJECT NO. 8</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
<b>Orleans Parish District Attorney's Office</b> Micah Ince, mince@orleansda.com	<p>In person Interpretation.</p> <p>On-Demand interpretation via phone and video conferencing</p>
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
2021- Present	Annual Costs of services averaging \$5k per year during past 4 Calendar years.

**\*Individual "Requests" often involve Interpreters providing service for multiple cases/defendants**

## General Professional Services Questionnaire

<b>PROJECT NO. 9</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
<b>National Council of Juvenile and Family Court Judges</b> Eryn Branch ebranch@ncjfcj.org, Marikate Lewis, mlewis@ncjfcj.org	Interpretation both remotely via Remote Simultaneous Interpretation and in person for simultaneous interpretation.  Written translation Services.  Transcription, translation and voiceover services.
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
2020 - Present	Average annual cost of services during past 3 calendar years has been \$120K

<b>PROJECT NO. 10</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
<b>Louisiana Supreme Court</b> Brian Wiggins, bwiggins@lasc.org , Caitlin Morgenstern, CMorgenstern@lasc.org	Remote, on-demand interpretation.  Written Translation services.
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
2017 - Present	Average annual cost of services during past 4 calendar years has ben \$1.5K

**\*Individual "Requests" often involve Interpreters providing service for multiple cases/defendants**

## General Professional Services Questionnaire

**L. List all prior and/or on-going litigation between Firm and Jefferson Parish. Please attach additional pages if necessary.**

Parties:		Status/Result of Case:
Plaintiff:	Defendant:	
1. N/A	N/A	N/A
2.		
3.		
4.		

**M. Use this space to provide any additional information or description of resources supporting Firm's qualifications for the proposed project.**

\*\*See Attached Cover letter and additional Appendices.

**N. To the best of my knowledge, the foregoing is an accurate statement of facts.**

Signature:  Print Name: Andrew Dafoe

Title: Founder and CEO Date: 8/13/24



# Andrew John Dafoe

Founder and Chief Executive Officer

## PROJECT EXPERIENCE:

Andrew has provided interpretation and translation services across New Orleans and surrounding parishes, both freelance and contract. His assignments have included but are not limited to:

- » Juvenile Court hearings
- » Criminal Court proceedings
- » Civil Court proceedings
- » Traffic Court
- » USCIS interviews
- » Attorney-client prep meetings and interviews

Andrew is a Certified Court Interpreter through the Louisiana and Mississippi Supreme Courts; and is a Certified Health Care Interpreter. Andrew has more than 8 years of experience working on interpretation and translation projects with direct services provided in Spanish<>English. He provides executive oversight and management of multilingual translation projects to ensure they all run smoothly and oversees all company operations including billing, invoicing, as well as staff/subcontractor billing and payments.

Andrew can provide on-site availability in New Orleans, LA, Baton Rouge and Southeast Louisiana.

Andrew has worked for the following courts:

- |  |                                    |
|--|------------------------------------|
| » Orleans Parish Civil District Court          | » OWCA District 8                  |
| » Orleans Parish Juvenile Court                | » 22nd Judicial District Court     |
| » Jefferson Parish Juvenile Court              | » 24th Judicial District Court     |
| » Jefferson Parish 1st and 2nd Parish Courts   | » 29th Judicial District Court     |
| » Picayune Municipal Court [MS]                | » 32nd Judicial District Court     |
| » USDOL/Office of Administrative Law<br>Judges | » 34th Judicial District Court     |
| » USCIS Field/Asylum Offices                   | » 40th Judicial District Court     |
|  | » 12th Circuit Court District [MS] |



## EDUCATION:

- » B.A. in Spanish—Tulane University (2009)
- » B.A. in Psychology—Tulane University (2009)



## TRAINING:

- » Interpreting for Multi-Lingual Justice (2012)
- » Louisiana Court Interpreter Training Program (2013)



## CERTIFICATIONS:

- » Certificate in Interpreting and Translation—Loyola University (2015)
- » Certified Healthcare Interpreter—Certification Commission for Healthcare Interpreters (2016)
- » Louisiana Supreme Court Certified Interpreter (2016)



## EMPLOYMENT HISTORY:

- » Founder, Sole Proprietor, Interpreter and Translator—TNOLA Languages (2014-present)
- » Founding Member and Director at Large—American Association of Interpreters and Translators in Education (2019-2021)
- » Interpreter and Translator—Freelance and Contract (2013-present)
- » Volunteer Interpreter and Translator—Community Organizations (2010-present)
- » Wage Claim Administrator—Loyola University New Orleans College of Law (2012-2013)



## FUNCTIONAL EXPERIENCE:

- » Procurement, coordination, delegation and processing of Interpreting and Translation projects
- » Team building and management
- » Interpretation and translation



## PROFESSIONAL REFERENCES:

- » Jefferson Parish Juvenile Court
- » Second Parish Court
- » First Parish Court
- » KIPP New Orleans
- » Ochsner Health System
- » New Orleans Office of Homeland Security and Preparedness (NOHSEP)
- » Benjamin Franklin High School.



**Silvia Gomez-Juarez**  
Spanish > English Interpreter  
Federally Certified Court Interpreter  
LASC Certified Court Interpreter  
Translator

1108 David Dr  
Metairie, LA 70003

504-339-9064  
[Silvia@tnola.com](mailto:Silvia@tnola.com)

### **Professional Certifications**

**Administrative Office of the United States Courts**  
Federally Certified Court Interpreter

**November 2022**

**Louisiana Supreme Court**  
State Certified Court Interpreter

**October 2016**

**Loyola University of New Orleans**  
Certificate in Healthcare and Legal Translation and Interpreting

**May 2016**

### **Professional Experience**

**Freelance Interpreting**  
June 2014 to Present

- Criminal and Civil Proceedings

**Federal Court Interpreting** (certified 2022)  
Louisiana Eastern District Court

**Louisiana State Court Interpreting** (certified 2016)  
Ascension Parish  
East Baton Rouge Parish  
East Feliciana Parish  
West Feliciana Parish  
Jefferson Parish  
Lafourche Parish  
New Orleans Parish  
Plaquemines Parish  
St. Bernard Parish  
St. Charles Parish  
St. John the Baptist Parish  
St. Tammany Parish  
Tangipahoa Parish

**Silvia Gomez-Juarez**  
Spanish > < English Interpreter  
Federally Certified Court Interpreter  
LASC Certified Court Interpreter  
Translator

---

1108 David Dr  
Metairie, LA 70003

504-339-9064  
[Silvia@tnola.com](mailto:Silvia@tnola.com)

**Private Sector**

- Depositions
- Mediations
- Pre-trial proceedings
- Trials
- Independent Medical Examinations
- Jail interviews
- Asylum interviews
- Immigration interviews

**Extensive experience in:**

- Personal injury
- Workers' compensation

**Other Professional Experience:**

June 2014 to Present

- ❖ Conference Interpreting
- ❖ Medical Interpreting
- ❖ Translation

**TNOLA Languages**  
Operations Manager

**July 2023 – Present**

**TNOLA Learning**  
Trainer / Facilitator

**July 2022 – Present**

**University of New Orleans**  
Spanish Instructor  
College of Language and Literature

**Fall 2019 – Spring 2023**

**University of New Orleans**  
Instructor of Principles of Interpreting Course  
Interpreting and Translation Program

**Fall 2019 – Spring 2021**

**Loyola University of New Orleans**  
Instructor of Principles of Interpreting Course  
Interpreting and Translation Program

**Fall 2015 – Fall 2016**

**Silvia Gomez-Juarez**  
Spanish > < English Interpreter  
Federally Certified Court Interpreter  
LASC Certified Court Interpreter  
Translator

---

1108 David Dr  
Metairie, LA 70003

504-339-9064  
[Silvia@tnola.com](mailto:Silvia@tnola.com)

**Orleans Parish Criminal Court**

**Fall 2015 – Fall 2016**

Supervisor of practicing students from Loyola University of New Orleans Interpreting and Translation Program

**Catholic Charities New Orleans**

**Summer 2016**

Instructor for Naturalization test and interview preparation classes

**Academics**

**University of New Orleans**

**May 2019**

Graduate in Romance Languages, Spanish Option

**University of New Orleans**

**August 2017**

Bachelor's in interdisciplinary studies

**Universidad del Valle de Mexico, Mexico City**

Completed 7 semesters of courses in Computer Science by October 2003

**Escuela De Periodismo Carlos Septien Garcia, Mexico City**

Completed 4 semesters of courses in Journalism by May 1994

**Awards**

- University of New Orleans Robert Cartmill Outstanding Achievement Award in Romance Languages 2019
- University of New Orleans Dean's List Summer 2016
- First place in Luis de Lion Translation Contest 2014

**Academic Presentations**

**Silvia Gomez-Juarez**  
Spanish><English Interpreter  
Federally Certified Court Interpreter  
LASC Certified Court Interpreter  
Translator

---

1108 David Dr  
Metairie, LA 70003

504-339-9064  
[Silvia@tnola.com](mailto:Silvia@tnola.com)

- **Topic: Examining attitudes toward incorporating gender-neutral markers '@', '\*', 'x' and '-e' in Spanish language classes.**

Co-presented with Dr. Lisa Philip at International Society of Language Studies Conference at the University of Hong Kong in June 2019

- **Topic: En Busca De Un Mejor Futuro: Interpreting for Undocumented Unaccompanied Central American Minors coming to the Greater New Orleans Area**

Co-presented with Dr. Lisa Philip at International Society of Language Studies Conference at the University of Hawaii in June 2017

### PROJECT EXPERIENCE:

Carla has 11 years' experience working as a translator, and 7 years of project management experience. She has translated a variety of educational materials and now project manages teams of translators on several educational translations. For seven years, she served as an English Trainer and Coordinator of courses at Low Idiomias, where she performed the following functions:

- » Delivered in-company business English lessons to adults
- » Supervised a team of 22 teachers
- » Assigned materials to students and teachers
- » Coordinated lessons' schedules
- » Created and/or edited annual and mid-term assessments

Much of Carla's work has been involved the justice system and migration assistance. While a large portion of this experience is through freelancing opportunities, she has also:

- » Assisted Argentine clients migrating to Canada/United States/Australia
  - » Provided Certified and sworn translations of personal, academic, and working supporting documents for migration purposes
- » Performs as a Translator Expert at the Argentine Judicial Branch
  - » Translates civil, commercial, and criminal courts of Argentina
  - » Provides sworn and certified translations



### ROLES AND RESPONSIBILITIES FOR PROJECT:

- » Specifically for this project, Carla will provide oversight of any written translation project requests.



### CERTIFICATIONS:

- » **English <> Spanish Sworn Translator**—  
Sworn Translators Association in the City of Buenos Aires
- » **Member of the American Translators Association (ATA)**



## EDUCATION:

- » **English <> Spanish Simultaneous Interpretation Course**—Estudio de Lucille Barnes (2020)
- » **Law (unfinished)**—Universidad de Buenos Aires (2014-2018)
- » **English-Spanish Sworn Translation**—Universidad del Museo Social Argentino
- » **English-Spanish Literary and Scientific Translation**—Universidad del Museo Social Argentino (2009-2012)



## TRAINING:

- » Communicating with efficiency at American Express (2011)
- » Team Management at American Express (2012)
- » Time Management at American Express (2012)
- » Traducción de Propiedad Intelectual at Colegio de Traductores Públicos de la Ciudad de Buenos Aires (2015)
- » Traducción de Derecho Marítimo at Colegio de Traductores Públicos de la Ciudad de Buenos Aires (2016)
- » Traducción de Cláusulas Complejas en Contratos at Colegio de Traductores Públicos de la Ciudad de Buenos Aires (2018)
- » Sociedades y empresas at Colegio de Traductores Públicos de la Ciudad de Buenos Aires (2018)
- » Lenguaje no Sexista e Igualitario at Colegio de Traductores Públicos de la Ciudad de Buenos Aires (2021)
- » Pautas para traducir expedientes judiciales at Colegio de Traductores Públicos de la Ciudad de Buenos Aires (2021)
- » La traducción al español del Código Civil de Luisiana como Ejercicio Jurilingüístico at Colegio de Traductores Públicos de la Ciudad de Buenos Aires (2021)
- » Introduction to Website Localization at American Translators Association (ATA) (2021)



## TECHNICAL EXPERIENCE:

- » Office Suite
- » Trados Studios
- » MemoQ
- » Adobe
- » Acrobat
- » Xbench



## FUNCTIONAL EXPERIENCE:

- » Translator and Project Manager with TNOLA Languages, working with clients in the legal educational and medical fields
- » Client communications
- » Track word count
- » General analysis and reports
- » Translation assignment to vendors
- » Edit and revise translations
- » Quality Assurance checks





## PROJECT EXPERIENCE:

- » Jefferson Parish Juvenile Court
- » Second Parish Court
- » First Parish Court
- » KIPP New Orleans
- » Ochsner Health System
- » New Orleans Office of Homeland Security and Preparedness (NOHSEP)
- » Benjamin Franklin High School.



## PROFESSIONAL REFERENCES:

- » **Lew idiomas:** [lew@lewidomas.com.ar](mailto:lew@lewidomas.com.ar)  
**Contact:** Carina Ventimiglia-Director of Lew Idiomias



# EVELYN ANDRADE

## Professional Summary

Detail-oriented administrative support member offering a background in office environments supporting efficient business operations. Accustomed to handling routine needs, including management of special projects from design to implementation. Devoted to team efficiency and promoting positive business relations to benefit and maintain company values.

## Languages

English (Full Professional Proficiency) Spanish (Full Professional Proficiency)

**Education:** University of Texas El Paso

**Bachelor of Arts in Psychology**

December 2021

Minor in Translation/Interpretation

## Relevant Courses

- Translation in Business
- Communication & Organizational Leadership

## Work Experience

### Event Coordinator

New Orleans, LA | October 2022 – Present

TNOLA Languages

- Primary contact for interpreters and clients regarding scheduled and ongoing appointments.
- Supports interpreters before, during, and after appointments.
- Planning and scheduling of services and resources for both RSI and in person events.
- Insures all pertinent materials and information is available for events.

### Spanish Interpreter

El Paso, TX | March 2022 – October 2022

Language Line Solutions

- Accurately translated 30+ conversations daily, for a wide range of industries including but not limited to: Healthcare, Government, Insurance, Financial, Travel & Hospitality and government entities.
- Ongoing use and upkeep of glossaries, dictionaries and terminology compilations to remain educated on field specific vocabulary.

### Administrative Assistant

El Paso, TX | 2016 - 2021

University of Texas El Paso - Department of History

- Corresponded to all student and faculty questions referencing the department.
- Assisted with project teams, including organizing physical and digital files for required record-keeping.
- Distributed invoices, updated accounts, and entered new information into the customer relationship management system.
- Managed incoming and outgoing mail, packages, and faxes.
- Created marketing material and graphics for department events and maintained all computer and manual filing systems.

## Volunteer Experience

### Research Assistant

- handled archive documents from special collections in order to identify relevant subject matter
- data collection and digital organization of historical documents and photos

### Translator

The Chamizal National Memorial

- English to Spanish translation of several documents (volunteer job descriptions, volunteer job hazard analysis, and volunteer handbook)

### Translator

Dr. Jorge A. Lopez

- Spanish to English translation of several book chapters from “La ciencia en El Paso del Norte”.

### Interpreter

UTEP Physical Therapy, Speech-Language Pathology and Occupational Therapy Program

- English/Spanish interpreting for interprofessional interpreter-use student training sessions.

## Skills & Tools

- |                        |                      |                            |                             |
|------------------------|----------------------|----------------------------|-----------------------------|
| -accountability        | -collaboration       | -excellent communication & | -problem solving            |
| -adaptable             | -computer savvy      | public speaking            | -procedure adherence        |
| -analytical thinking   | -conflict resolution | -goal oriented             | -professional presentations |
| -attentive listening   | -creativity          | -leadership                | -project management         |
| -budgeting             | -critical thinking   | -Mate Cat & Smart CAT      | -recruitment                |
| -Canva                 | -customer service    | -multicultural             | -team work                  |
| -client implementation | -event planning      | awareness/appreciation     | -time management            |
|                        |                      | -networking                |                             |



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

3/19/2024

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Aparicio Walker and Seeling, Inc. 4501 W. Napoleon Avenue Suite 200 Metairie LA 70001	<b>CONTACT NAME:</b> Sylvia Koss <b>PHONE (A/C, No, Ext):</b> 504-883-4111 <b>E-MAIL ADDRESS:</b> skoss@awsinc.com <b>FAX (A/C, No):</b> 504-454-8019														
<b>INSURED</b> TraduccionOLA LLC 5748 Vermillion Blvd New Orleans LA 70122	<table><tr><th>INSURER(S) AFFORDING COVERAGE</th><th>NAIC #</th></tr><tr><td>INSURER A : *Illinois Union Insurance Co.</td><td>27960</td></tr><tr><td>INSURER B :</td><td></td></tr><tr><td>INSURER C :</td><td></td></tr><tr><td>INSURER D :</td><td></td></tr><tr><td>INSURER E :</td><td></td></tr><tr><td>INSURER F :</td><td></td></tr></table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A : *Illinois Union Insurance Co.	27960	INSURER B :		INSURER C :		INSURER D :		INSURER E :		INSURER F :	
INSURER(S) AFFORDING COVERAGE	NAIC #														
INSURER A : *Illinois Union Insurance Co.	27960														
INSURER B :															
INSURER C :															
INSURER D :															
INSURER E :															
INSURER F :															

**COVERAGES****CERTIFICATE NUMBER:** 95601107**REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<b>GENERAL LIABILITY</b> <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC	Y	Y	MLBLAF144323584-005	9/1/2023	9/1/2024	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 1,000,000 \$
A	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS			MLBLAF144323584-005	9/1/2023	9/1/2024	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	<b>UMBRELLA LIAB</b> <b>EXCESS LIAB</b> DED <input type="checkbox"/> RETENTION \$ <input type="checkbox"/>						EACH OCCURRENCE \$ AGGREGATE \$ \$
	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y / N If yes, describe under DESCRIPTION OF OPERATIONS below		N / A				WC STATUTORY LIMITS <input type="checkbox"/> OTH-ER <input type="checkbox"/> E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
A	Errors & Omissions			MLBLAF144323584-005	9/1/2023	9/1/2024	Each Claim 1,000,000 Aggregate 2,000,000 Claims Expense Agg 1,000,000

**DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES** (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

Retention/Deductible Each Claim: \$500

Retroactive Date: 09/01/2016

With respect to policy MLBLAF144323584-005, Certificate holder is named Additional Insured when required by written contract or agreement, per Form PF-19806 (02/06)

Per MPL Amendatory Endorsement PF-23293 (12/07), subject to terms and conditions stated on the form, Notary services are included as not specifically excluded.

**CERTIFICATE HOLDER****CANCELLATION**

For Information Purposes Only

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

© 1988-2010 ACORD CORPORATION. All rights reserved.