

PA-PAC Questionnaire for Candidates for City Council Appointment 2018

When answering this questionnaire, please repeat the questions in your response document with each question numbered and organized as it appears here. Type your responses in italics, bold, or a different font to distinguish your responses from the questions. Please do not use colors. Please try to confine your responses to the word limits set for each question. They should be generous. Do not feel obliged to exhaust the limit for each question.

Please return the completed form with your resume or personal history describing your education, work history, community service, and prior political experience as soon as possible, but by **December 22, 2017, at the latest.**

You may e-mail your responses to Tom Miller at tom-miller1@nc.rr.com or you may send a printed copy of your responses to Durham PA-PAC c/o Tom Miller 1110 Virginia Avenue, Durham, NC 27705-3262

Please note that following the December 22 deadline, the Durham People's Alliance PAC may publish your responses to this questionnaire and your resume.

Thank you for completing this questionnaire and your willingness to serve the people of Durham.

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Government and the Public Good

1. Of all the issues confronting city government, which single issue is most important to you and why? What would you do about it if elected? Please limit your answer to 300 words.

I feel strongly that Durham's government needs to deal with safety. Safety is an important issue here in Durham and the longer we wait to address it, the worse it will be.

Durham residents are uncertain of their future, with many living in fear for their lives. They don't feel safe in their own neighborhoods. There have been very strong actions happening here in Durham and our residents feel unvalued due to lack of safety. We have had deportations of minors here in our own schools, a place where were our children are supposed to feel safe and learn.

Another factor is violence in general. The rate for Durham when it comes to just gun violence is 1 in 155 that number along compare to the state rate being 1 in 288 it's huge. Now, we add all the other unsafely factor and rates we have an open case.

According to NC Crime Analytics, in Durham, one person in 155 will experience some type gun violence at some point in their lives, yet for the state that number drops to one out of 288. This coupled with other issues of crime and safety has created a frightening scenario that is unfair to the people and families of our city.

We the people of Durham need to know where Durham stands when it comes to ICE (Immigration and Custody Enforcement). How is the police department working with ICE? We need to have a better relationship and communication with our police department to know and understand how it is functioning. What are they doing with the crimes in our city, what can we do gain their trust and have people step forward reporting crimes and helping to solve them. All these factors will improve our safety but mainly ensure our own residents safety. I feel strongly that once this issue gets the attention and work that it deserves our residents will be able to focus on other issues and continue to grow and thrive as a community because safety will have a better control.

2. What can the city do to lift the wages of the lowest paid workers in Durham and reduce growing income inequality in our community? Where in our community do you see opportunities for city government to address the racial wealth gap? Please limit your answer to 400 words.

The key is to take care of our residents here at home, meaning investing in our own workers here. We need to find a solution here in Durham and not wait for the state or country to do so. We need better wages for all, an opportunity for all to obtain health care and growing opportunities. As we continue to grow, we need to use our own resources here to create opportunities for others and keep the revenue here at home. We need better and more understanding communication with our small business owners to see where is the gap for them and learn what support they need to provide better wages and opportunities for employees. We need livable wages for all residents to have better lives and provide better for their children. Small businesses have all the potential to provide jobs and much more revenue for this city. The formula is to continue to encourage and support business so they can continue to expand,

providing more employments for our own residents and bringing back incomes as revenues to city. There is plenty of small business here in the city to do the job and not go outside our city. Why do we need to bring employees from other places when we need to work on our unemployment rate here in home?

3. How should the city measure the benefits and costs of incentives to promote development especially as those benefits and costs affect low-income residents of Durham? How would you use these measurements when deciding to vote for or against a proposed incentive? Please limit your answer to 400 words.

Affordable housing is the number one incentive. We need to understand what exactly affordable housing entails based on our own residents' needs and where they stand right now and how serious the struggle is to make housing actually affordable. Affordable housing doesn't mean \$250,000 homes and in some cases not even a rent of \$700 a month is affordable for some families. If the living wages are not enough to pay a rent of \$700, then housing which costs that or more should not be considered "affordable." For some families, even working two or more jobs is insufficient to pay such high rents, utilities, and other skyrocketing costs of living, not to mention utilities or other expenses. Not even with two jobs at a time. As a single mom, I've had to work two, three, and sometimes four part time jobs part times jobs at a time to provide for my children. However, and I am very fortunate to leave with my father who allows my children and I to live in his house rent free but even then the modest income I earn from multiple jobs is not always enough. Even though our situation is different, sadly I know that many others in Durham don't have the financial help I do and struggle much, much more just to put food on the table.

4. What actions should the city take to expand job creation and job quality? In your answer, please comment on the city's potential involvement in entrepreneurship, worker-owned cooperatives, and union organizing. Please limit your answer to 400 words.

To start off, I think Durham should welcome more diversity of innovative small business owners. Starting your own business can be intimidating and I know that first hand as a small business owner. The city needs to do more to encourage hesitant entrepreneurs, from fresh ideas that local moms might offer to the untapped potential of our youth and long-time residents. Small businesses are the bloodline of our economy. As a small business owner, I don't only provide for myself but also fight to pay fair salaries to three other individuals. The more self-sufficient we can become, the stronger we will all be, and that starts with a thriving local economy. Also, this also allows me to care for my children's needs. The city should offer incentives to for small businesses that hire local people. Looking toward areas outside of downtown and Southpoint but always having community input and leadership. I see this as a three way win for the owner, employee, and city as well.

Housing, City Planning, and Neighborhoods

5. What does “gentrification” mean to you? What, if anything, should be done about it? How, if at all, is the issue of gentrification implicated in the Planning Department’s current review of zoning in East Durham, the proposed creation of an Alston Avenue Design District, and the redevelopment of the former Fayette Place property? Please limit your answer to 400 words.

Gentrification takes place when an individual (mainly the minority as Latinos and African Americans) can't afford to live in his or her own home or their neighborhoods any more, when entire communities are pushed out instead of lifted up. If we're moving into East Durham for redevelopment, minority business owners should own the spaces. This has a huge disadvantage for the minority of our Durham residents since we have a huge population of Latinos as well as African Americans, Asians and others. These individuals already have had hard times throughout their lives. Adaptation and transition is not as easy for them. Black Wall Street should be revitalized.

There is many saying and strong opinions about the upcoming Alston Avenue Design District and the Fayette Place and while residents of Durham are facing gentrification I personally see all of these as positive changes. I believe the Planning Departments have selected these two different areas appropriate and see all the growing potential for the city not just with value but also opportunities for income, which will benefit the city. The city just needs to make sure affordable housing stays at the top of the list to make sure all these individuals can find better affordable housing. Durham has to continue to grow with building improvement.

6. What should the city seek to accomplish through its power to stimulate and regulate growth? What principles and considerations will guide your decisions in zoning cases and other development issues? Illustrate your answer with a recent controversial zoning case. Did the city decide the case correctly? Please limit your answer to 500 words.

The case of the proposal of adding Publix was a case where it was beautifully executed, a great example of developer. There were a lot of safety factors with this addition. Small business and groceries stores would have lost income, resulting in downsizing, unemployment, possible bankruptcy, and letting go of employees. I personally would have voted against this based on my three main principles: always making sure our community has a voice, safety for our neighbors and city, and being reasonable.

7. Under what circumstances would you vote to approve a rezoning that does not include commitments to meet the city’s affordable housing goal? If you answered yes, how would you ensure that the city meet its goal? Please illustrate your answer with a recent case. Please limit your answer to 500 words.

One of my goals is making sure our residents have affordable housing and making sure all decisions will lead to ensuring affordable housing. I will always make sure I keep my

principles firm for the best of Durham and its residents. The only time I can think it will influence me to vote to approve rezoning would be the feedback I can obtain from our residents. I will always make sure that I follow my principles of our community having a voice, safety for our neighbors and city, and being reasonable.

City Finances, Capital Improvements, Transportation, and City Services

8. If the city needs more revenue for a basic public service, do you, in general, favor a new or increased user fee or a property tax increase? Residential trash pickup is an example of a basic service. Please limit your answer to 250 words.

Increasing property taxes will not be my first choice; I would rather revise different budgets and evaluate city needs to decide where that revenue needs to come from. I see property taxes as hurting the low-income families who are already trying to make ends meet and that's not the priority. Having an emergency budget is very important as well but also there are certain things in Durham that can wait to be done where that money can be moved into different areas.

9. Do you support or oppose Durham's plans for rail-based transit? If federal funding for the project is denied, what must Durham do about transportation, urban planning, housing, taxes, and infrastructure? Please limit your answer to 400 words.

The Federal Transit Administration for the Durham and Orange light-rail project was approved on the 28th of July 2017. Indeed, I support this completely both for the short and long term benefits regarding the city's future. This will not only benefit the environment but this will also support the triangle's rapid population growth. Our growing population will also be able to offer safe reliable transportation to all of our neighbors who either can't obtain drivers licenses, afford private transportation, or who live where no bus stop is present, allowing everyone despite their financial hardships or challenges to commute to work, school, and throughout their community safely, efficiently, and reliably. For those Durham Resident who can't obtain a driver license due to their situation in this country. This will also help families' income since it will be less expensive than maintaining personal vehicles. And if we talk about time this for sure will be a time saver for all.

10. Does the city's investment in bus transportation reach the population that needs it most? What else can be done to improve bus transportation access and affordability? Please limit your answer to 400 words.

Growing up here in Durham my family depend a lot on public transportation. I still remember how far the bus stop was but since during those times we only had one vehicle and my father used it for work, therefore, we had no other choice but to walk to that bus stop and wait for the bus. Over the years I have seen how much Go Durham has improves, especially with the interior of the busses and bus stops' destinations. I have also seen the increasing cost to use transportations. At times it is hard for families to continue to pay for this service. Keeping in mind all the factors of all our Durham residents we do see more people using public transportation daily for many reasons. We are seeing more Latinos due to the fear of driving without a driver's license (knowing that many can't obtain one in this state) they don't want to

risk any deportation due to that, knowing how big of a factor this is we must improve our active transit.

I do see Go Durham meeting for the most part our residents' needs; however, there are more routes to be added and more bus stops to become available in order to make it assessable to all. Also, I would consider having transportations fees with some kind of discounts for those who use it often or daily.

11. Would you support a property tax relief program, for example, a circuit breaker, to reduce the tax burden on homeowners with limited resources and help them stay in their homes? If your answer is yes, please describe the program or programs you would support. If your answer is no, please explain. Please limit your answer to 300 words.

Yes. I know the City Council can't determine legally to excuse property, however, this falls under affordable housing. Providing residents with the support to keep their homes and guidance is something the council can continue to work on. We need a long-term solution not a short time solution. A lot of these residents continue to work hard to pay their mortgage so we want these families to be secure in their homes.

12. What is the city's most pressing capital improvement priority? Please limit your answer to 300 words.

I see the city's most pressing capital improvement priority is schools. As Durham's population continues to grow and with the over sizing of classrooms in Durham Public school it's clear we need more schools as close as possible to where our children live so that education can continue to be supported it.

At this moment Durham Public Schools is having a huge issue, which impacts all with overcrowded sizing classrooms, which impacts all and this only brings negative impact outcomes for students and teachers.

13. What would you push for in the city's upcoming budget? Please limit your answer to 300 words.

Safety, safety has been in the budget for many years, but it's more than a money issue, it's also an education issue. I feel strongly that in order to ensure safe neighborhoods, we must ensure we along with all of our neighbors are informed, educated community members who understand the importance of simple things like reporting crimes and building positive relationships with local law enforcement. By promoting safety education along with funding for safety measures we can develop an intelligent and comprehensive strategy to improving our neighborhoods. It is important that we continue to work on educating our residents on the importance of building safe neighborhoods and reporting crimes at all times. We must make sure

there is enough street light bulbs for the vital parts of our infrastructure are working at all times – something as simple as a functioning street light on the corner of a tough neighborhood can mean the difference between safety and fear. Other common sense measures like adding more at all times in all neighborhoods, available bus stops at safer places for all so residents don't need to walk long distances during the dark hours before or after work, additional education on intercultural communication for police officers, better sidewalks for kids to play on, and more interpreters working for the city to assist our residents during crises will all make our neighborhoods more secure. Providing education on cultures for law enforcement in order for them to communicate better with our residents and provide safety. Thinking outside of the box and meeting people where they're at in order to address the needs that they have are the first steps. I feel the need to have more certified interpreters available will make a huge impact. We need more sidewalks for children and parents to be safe while walking in the streets. All these factors will ensure safety.

Policing and Public Safety

14. Is there a trust problem between the people of Durham and the police department? Are you satisfied with the department's responses to issues of use of force, racial profiling, deployment of personnel, searches, and communication with the public? Please limit your answer to 400 words.

There is a significant trust barrier between our community and the Durham Police department, plenty of residents don't see police officers as someone who they can trust or count on. And as long as this issue goes unsolved, this generational attitude will continue to be inherited by young children from their cautious parents, prompting our young people in crisis to avoid police. Latinos feel unsure about the police in general: they fear the police because they don't see the average officers as allies during difficult times, a fear and alienation that can make a difficult situation quickly spiral out of control as troubled youth or runaways avoid the officers that are meant to protect and serve them. Sadly children of these parents are also growing with the mentality of police officers not being someone you can ask for assistance or help more like someone you need to run away from. One bad case out of Durham Police Department can quickly grow and lead to bad reputations that negatively impact all of their future work with the Latino community in Durham. This is why I think it's extremely important for our police to build stronger relationships of trust and the communication with all our residents and especially Latinos. Only through familiarity, trust, and respect can we break the barrier of fear that currently keeps many Latino residents who are victims of crime and in need of assistance from reaching out to the police. I feel strongly, education is the key, both for the police and our residents. The police department needs education on what racial profiling is and culture tolerance while our residents need to be encouraged to count on the police without fear. I feel at times here in Durham we hear more and more about Brown and Black neighbors being attacked and as a mother raising a beautiful, outgoing child of color this worries me constantly.

I strongly suggest we hold regular open meetings with our Durham City Council, the police department, and our communities to hear their concerns. Such an open forum will encourage residents to feel free, to openly and honestly express their concerns and could serve as a venue for the police to educate the public about laws, procedures, and our rights such as how to hold police accountable. One big topic will be the ICE subject of whether our police department is working directly with ICE are how can we feel protected and whether our families are safe. Only through open dialogue can such issues be raised, discussed, and resolved.

15. To what degree, if any, should the city cooperate with U.S. Department of Immigration & Customs Enforcement? Should the city become a sanctuary city? If your answer is yes, for whom should the city provide sanctuary and by what means should sanctuary be provided? If your answer is no, please explain your reasons. In either case, please be specific. Please limit your answer to 400 words.

No, Durham should not cooperate with ICE. This is a very emotional subject for me because I advocate for families, for fair laws and as many others we want a solution to deportations that lead to fair and equal laws for all. We have seen it here in Durham how more than one student, a minor, has been deported or detained by ICE, I called this inhuman. Durham is better than this. I respect the law to the fullest and support those deportations by individuals who did not follow the law and who are convicted of serious crimes. But for a father whose only crime was to drive without a driver license while heading to work, dropping of the kids or couldn't present a valid social security at work this unfair. We must understand the steps to obtain a driver license and why many of these individuals cannot obtain one. Durham should stand strong and protect its residents if they have no serious felonies. Let's take the time to investigate the cases and give the opportunity for them to prove it. The communication with ICE needs to be specific for individuals with serious felonies and not just anyone. We can't allow anyone to come in to our city and do as they please. These actions break our trust, our families our neighbors. Until this situation gets solved I'm not against providing sanctuary for those in need. I see it here in Durham where people pay their taxes, have no felonies, have no problems, their children being successful in school, two hard working parents and one unfair move ends all hopes. This affects all of us not just immigrants.

16. Should the city allocate more, less, or about the same money to policing? Please explain your answer. If your answer is less, would you allocate more money to other services to improve public safety? Again, please explain. Please limit your answer to 400 words.

I'm in favor of less policing. You see over and over again that low-income neighborhoods are watched more closely. That there's an assumption of misbehavior and crime, this leads to more distrust and unnecessary arrests. We need more money for affordable childcare/afterschool care, activities for kids, community events, and affordable housing. Let's stop being afraid of low-income neighborhoods and start treating them as actual neighborhoods. There is any need to feel scared of Black and Brown people.

Civil Rights

17. Name one issue in Durham that directly impacts, or is directly impacted by, race inequity and how can the city incorporate a race equity framework in addressing this issue? Please limit your answer to 400 words.

I feel strongly saying traffic stops and the way they are handled here in Durham by the Police Department Personal in general. There is no clear protocol to follow for all races. Durham Police Department should see no color and treat all traffic stops the same.

18. If the city could adopt an ordinance concerning the civil rights of members of the LGBTQ community, what provisions should that ordinance contain? Please limit your answer to 400 words.

I am an advocate for equality, for making sure we are all treated as equal, where religion, race, sex preference plays no determination. We need to determine to be firm on not allowing any discrimination or any kind for the LGBTQ community. We need stay on no tolerance for this in our communities and school at all times. We must treat all equally, period.

Personal and Political

19. What would you bring to the city council that is not already represented by the members who are currently serving? You may wish to consider your background, education, experience, and set of skills when responding to this question. Please limit your answer to 400 words.

I'm a Mexican American woman who was brought to this country as a young child, leaving everything behind to come to new land with my family to search for the American dream, better education and to be united it as one whole family. I know what it's like not speaking the language, being put in a new world and not knowing how to adapt. I bring my personal experiences as woman living with fear during that time I was neither a resident nor a citizen of this country. I bring the struggles and humiliations my parents had to deal with because their English wasn't good enough for society. I bring the experience of a mother of a child with special needs and the unique experiences I had to deal with not knowing how to navigate the systems in order to obtain the medical and professional help my child needed and still needs. I feel extremely privileged because I have a driver's license because I am citizen of this country. But dealing with the process to obtain these privileges was not easy but I did it all for my children. I know how one opportunity can not only change your life but the lives of others and when you take that opportunity to the fullest it brings out the best in you. I know the impact and importance of having programs like Early Head Start. I am a former employee of the program and as a parent of two children who benefitted from this program has allowed me to see the benefits from both perspectives.

I have relied on government programs, not but choice but by necessity. But with the correct guidance and support of friends and service providers, I have been able to walk on my own. Plenty of my personal experiences are very similar as the ones our Durham residents are living right now.

I continue to increase my years of knowledge working with our communities, encouraging our people to overcome obstacles but mainly meeting them where they are and going from there. As a Campaign Associate I often navigate the systems and different organizations to come up with better solutions regarding on different issues surrounding us. This has allowed me to get closer to different type of communities out here. Often I'm the voice of many and communicate what our community's need, what immigrants in our community needs and to work together to better our city not only just Latinos but also everyone. I can relate to many other individuals and many different areas, whether are such as housing, education, and public transportation to experiences of, being a minority and, living in fear among many other issues we have. Last, my recent experience as an owner of a small business and how beautiful it is to be able to provide employment to individuals who need it has greatly influenced my commitment to continue to grow our economic development. This had also been another accomplishment on my part.

20. Have you ever been convicted of a criminal offence other than a minor traffic offense? If your answer to this question is yes, please describe the charge or charges, the circumstances, and the outcome. Please limit your answer to 250 words.

NO

21. For whom did you vote in the 2012 and 2016 presidential and gubernatorial elections? For whom did you vote in the 2014 U. S. Senate election? Please limit your answer to 75 words.

- *2012 Obama/ Purdue*
- *2016 Bernie Sanders Clinton/ Cooper*
- *2014 Kay Hagan and I had the privilege to speak with her about the issues our state was facing in many areas, education being one of them and the impact of Early Head Start Programs.*

Please don't forget to provide us with a resume or personal history.

SHEILA MARLENE ARIAS ABONZA

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Professional Summary

Experienced bilingual community leader with exceptional cross-cultural competence seeks position focused on serving parents, families, and local communities. As successful small business owner, I also have superb communication, organizational, administrative, financial management, marketing, and managerial skills that I bring with me along with my passion for helping others to any setting. Fully bilingual and biliterate with over ten years' experience as a professional translator and interpreter and with intimate knowledge of the triangle community, I am uniquely positioned to build strong relationships with local families while delivering vital support services that focus on children, families, health, and education.

Professional Experience

MomsRisng, NC – Campaign Associate
North Carolina, statewide

2016-Present

- Bilingual position networking with diverse families in English and Spanish to build strong coalitions to advocate for children and families
- Community outreach with various local non-profits, churches, community organizations
- Organize, facilitate, and support campaigns, events, workshops, and informational sessions that focus on educating families
- Provide complex information regarding political, legal, educational, and institutional issues to families of varying degrees of education
- Tailor communication methods for specific family's educational, cultural, and social context
- Schedule logistical elements of events and workshops with attendance reaching 100+

Jas Cleaning Services – Founder, Owner, and CEO
Durham, NC

2016-Present

- Self-initiated small business founder and owner
- Responsible for all aspects of business including marketing and promotion, hiring and overseeing staff, scheduling, payroll, resource management, customer service, administration, and logistics

NC Department of Health and Human Services – Parent Educator
Raleigh, NC

2015-Present

- Bilingual position serving diverse clientele of English and Spanish-speaking families
- Community engagement and outreach focusing on building relationships of trust and support
- Train and support parents with special needs children regarding educational issues such as public school systems, parents' rights, childhood development, health and healthcare systems

*Early Head Start – Bilingual Health and Nutrition Coordinator
Durham, NC*

2013-2015

- Program Management: Developed and monitored program service area plans to ensure that all clients received accessible and continuous health, dental, and nutrition services in accordance with federally mandated performance standards; developed workshops, organized meetings, and trained staff to provide health services and screenings; kept detailed records of all program participants' health needs, immunization schedules, and well-child visits; data entry of all health records into national online database
- Health Support: Ensured that children's special health or nutrition needs were identified, documented, and a Special Care Plan written and followed in collaboration with teachers, families and physicians; monitored and provide assistance to partnering centers to ensure compliance with USDA child care food program and federal standards; assisted women in accessing prenatal and postpartum care; established and conducted Health Services Advisory Committee (HSAC) biannually; gathered Health information for Community Needs Assessment by establishing and maintaining relationships and collaboration with the medical and dental community and other agencies and partners
- Team Work: Collaborated with health department in the development and execution of program service area plans; supported and trained social workers to be health care advocates for families, develop action plans for families, and document health records; ensured that all child health information was documented, shared and acted upon through strong leadership and collaborative communication skills; ensured that all social workers, teaching staff, and parents received training on health, nutrition, dental and nutrition issues as stated in federal performance standards
- Customer Support: Worked closely with diverse families to support acquisition of health services, individually following up with high-needs families as a support person to ensure family received required screenings (i.e., health, dental, nutrition, growth, hearing, and vision); lead role in maintaining, ordering and distributing health, nutrition, dental and safety supplies to families and childcare centers
- Communication: Provided written, oral, and graphic representations of complex issues to families of various levels of literacy in order to ensure that all families had access to vital information regarding health needs, community resources, early childhood development, and navigating the healthcare system; high value of cross-cultural competence, all resources provided in English and Spanish

*YMCA – Wellness Attendant
Durham, NC*

2013-2014

- Bilingual position involving customer services for English and Spanish speaking clients drawing on strong multicultural awareness and communication skills including simultaneous interpretation
- Conducted needs assessments and surveys to determine interest in, or satisfaction with, wellness and fitness programs, events, and services
- Conducted and facilitated training sessions and seminars for wellness, coordinated fitness and wellness programs/services; maintained wellness and fitness records, schedules and reports
- Facility management with a focus on safety, client support, and clean and accessible equipment

- Equipment management including logistics and maintenance in addition to client support for equipment use such as demonstrations of proper operation of fitness equipment such as resistance machines, cardio machines, free weights, and fitness assessment devices

*Arbor Walk – Care Manager Durham
Durham, NC*

2013

- Customer services position for vulnerable residents utilizing strong relationship building, communication, and intergenerational awareness skills in which respect, trust, and service were key components of job success
- Detailed record management, daily data entry of residents' vital signs and health progress
- Intimate care of residents through taking of resident's vital signs, feeding, and providing sensitive and compassionate hygienic aid
- Promoted good health and recovery through physical and emotional support based on building residents' self-esteem, interpersonal affects, and a sense of being in a home-like environment founded upon care and respect

*Durham Council for Children with Special Needs – Spanish Language Interpreter
Durham, NC*

2010-2011

- Helped families find resources in their native language within the community in order to supplement income, take care of medical needs and attend parenting classes to help their children with special needs.
- Provided three way interpretations for conference calls with service coordinators and parents giving support for developmental evaluations, home visits, various therapies, transition meeting with public school system and support in translation of paperwork.

*Wake Orthopedics – Spanish Interpreter, Patient Services
Raleigh, NC*

2010

- Bilingual position, provided interpretation services for medical providers and diverse clientele of primarily international and minority families; strong cross-cultural communication skills
- Provided assistance to patients, set up appointments, entered patient information into database, performed insurance verifications

*Branch Banking and Trust Company – Bilingual Teller Durham
Durham, NC*

2008-2009

- Bilingual position of interface with diverse clientele and exceptional customer service
- Financial services including cashing checks and paying out money
- Acute attention to detail and procedural accuracy working with large sums of money
- Use of online computer database systems to enter in and check account information
- Responsible for cash drawers, balancing till, and calculating daily transactions
- Detail-oriented record keeping, examination of checks and financial records to verify accurate financial, personal, and logistical information
- Prepared and verify cashier's checks, sorted and filed deposit slips and checks

Planned Parenthood of Central NC – Bilingual Customer Service Representative 2006-2008
Chapel Hill, NC

- Bilingual customer service and public interface, answered phone calls, made appointments, and entered patient information into the database
- Processed prescription orders, provided patient with medical information, and insurance verification
- Managed basic medical terms to provide accurate information for the patient
- Developed three way interpretations in-situ about medical procedures for the patient

Certifications

Durham Technical Community College 2012

- North Carolina Nurse Aide I Certificated

Duke Hospital 2011

- Medical Interpreters Symposium Certificate

Durham Technical Community College 2007

- Community Spanish Facilitator Certificate
- Community Spanish Interpreter Certificate

Education

Durham Technical Community College 2012-Present

- Associate Degree in Arts. Psychology Major.

Carol Woods Retirement Community 2012

- Clinical Training at Carol Wood Retirement Community at Chapel Hill

Jordan High School, Durham 2005

- Sigma Delta MU (academic honor society for students in the Spanish Curriculum)
- Achieved Level 5 Bilingual / Native
- 3rd place National Spanish Exam

References

- Available upon request