

Jessica Haapala

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Work History

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|--|---------------|--------------|
| Freelance Interpreter
Sign Language Interpreter | Dallas, Texas | 2006-Current |
| <ul style="list-style-type: none">▪ Accepting work as a Sign Language Interpreter in the Dallas area | | |
| Dallas County Community College
Part-Time Sign Language Interpreter | Dallas, Texas | 2007-Current |
| Collin County Community College
Part-Time Sign Language Interpreter | Plano, Texas | 2006-Current |
| Custom Tile of Austin
Office Manager/ Consultant | Austin, Texas | 1999-Current |
| <ul style="list-style-type: none">▪ Conflict resolution▪ Scheduling jobs and bids▪ Responsible for maintaining a well organized and efficient office▪ Performing numerous administrative duties, including filing, faxing, copying, and data entry | | |
| University of North Texas
Resident Assistant | Denton, Texas | 1996-1998 |
| <ul style="list-style-type: none">▪ Supervised 40-50 residents per semester▪ Enforced policy, carried out disciplinary actions, and mediated conflicts▪ Planned and budgeted programs and activities for residents and co-workers▪ Scheduled desk shifts, on-calls, and staff meetings▪ Acted as liaison between residents, hall staff, and administrators | | |

Training

Professional Training

- Customer service
- Organizational skills
- Cultural diversity
- Confrontation mediation
- Emergency procedures

Skills

Computer Skills

- Comfortable in Macintosh & Windows environments
- Proficient with Microsoft Word, Microsoft Excel, Dreamweaver, Outlook
- Proficient with accounting software: QuickBooks Pro and Quicken

Certifications

- BEI Level One Interpreter
- Licensed Massage Therapist in the state of Texas

Education

Collin County Community College Plano, Texas 2005-2007

- Associates Degree, Interpreter Preparation Program

Collin County Community College Plano, Texas 2005

- Interpreter Trainee Certificate - Completed

Austin Community College Austin, Texas 2002

- Accounting for Business People
- Introduction to QuickBooks Pro

University of North Texas Denton, Texas 1994-1998

- B.A., Psychology
- Soaring Eagle Award, 1998

Volunteer Work

- Volunteer Tutor at the Deaf Action Center in Dallas Texas (Summer 2006)
- Directed and organized a fund raiser for St. Jude's Children's Hospital (2000) in conjunction with Kuk Sool Won of South Austin
- Volunteered to assist in a fund raiser for St. Jude's Children's Hospital (1999) in conjunction with Kuk Sool Won of South Austin
- GLBTA (Gay, Lesbian, Bisexual, Transgender and Ally Resource Center) Safe Space Volunteer (1997 – 1998)
- AIDS and STD awareness Counselor (1993)
- Teaching Assistant for a summer program for the mentally and physically challenged (1992)