

MARIA D. KING

CERTIFIED MEDICAL INTERPRETER | BILINGUAL ENGLISH-SPANISH LANGUAGE PROFESSIONAL

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PROFESSIONAL SUMMARY

Certified Medical Interpreter and bilingual English-Spanish language professional with 15+ years of experience in medical interpretation, translation, proofreading, editing, and cross-cultural communication. Skilled at transforming complex information into clear, accurate, culturally relevant content for diverse audiences. Brings extensive healthcare, patient-centered communication, language access, content review, and cross-cultural collaboration experience, with strong knowledge of medical terminology and cultural nuances. Experienced in institutional communications, patient education, clinical content, training, and community engagement.

CORE EXPERTISE

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| • English-Spanish Translation & Interpretation | • Proofreading, Editing & Content Review | • Healthcare & Medical Communications |
| • Localization & Content Adaptation | • Cross-Cultural Communication | • Cultural Intelligence & Humility |
| • Medical Terminology | • Training, Mentorship & Facilitation | • Quality Assurance & Attention to Detail |
| • Clinical Operations & Workflow Coordination | • Stakeholder & Vendor Collaboration | • Public Speaking & Presentation |

PROFESSIONAL EXPERIENCE

ST. JUDE CHILDREN'S RESEARCH HOSPITAL

Supervisor, Interpreter Services | Memphis, Tennessee | Jan 2024 – May 2026

- Led daily Interpreter Services operations, overseeing staffing, scheduling, workflows, resource allocation, and language access while ensuring high-quality, culturally responsive service delivery.
- Managed translation requests and collaborated with clinical and cross-functional teams to deliver accurate, consistent, and culturally appropriate translated content and patient communications.
- Trained, mentored, and evaluated interpreter staff; established performance goals and supported professional development, quality standards, and continuous improvement.
- Oversaw quality assurance, compliance, documentation, and performance reporting; analyzed monthly and quarterly service metrics to identify trends and improve workflows.
- Managed budgets, invoicing, cost tracking, vendor relationships, and resource allocation to support efficient department operations.
- Served as a key liaison among Interpreter Services, clinical teams, vendors, and organizational stakeholders.

ST. JUDE CHILDREN'S RESEARCH HOSPITAL

Medical Interpreter | Memphis, Tennessee | Nov 2022 – Jan 2024

- Provided professional English-Spanish interpretation for physicians, clinical teams, patients, and caregivers in inpatient and outpatient settings.
- Translated, edited, and proofread medical documents, patient education materials, discharge information, and healthcare communications for accuracy, clarity, consistency, and cultural appropriateness.
- Adapted complex medical and healthcare information into clear, accessible Spanish while maintaining appropriate terminology, tone, and context.
- Facilitated communication during informed consent, admissions, discharge, treatment discussions, and patient education.
- Collaborated with multidisciplinary teams to address communication barriers and strengthen equitable language access.
- Assisted with interpreter training and professional development in medical terminology, cultural competency, ethics, and patient-centered communication.

PROFESSIONAL EXPERIENCE — CONTINUED

LE BONHEUR CHILDREN'S HOSPITAL

Senior Medical Interpreter | Memphis, Tennessee | Feb 2013 – Nov 2022

- Provided English-Spanish interpretation for approximately 15 pediatric patient families daily across inpatient, outpatient, rehabilitation, and clinic settings.
- Translated, reviewed, and adapted patient-facing materials, including discharge documents, educational resources, health campaigns, flyers, and promotional content.
- Translated complex medical and health education information into clear, accessible, culturally appropriate language for Spanish-speaking audiences.
- Coordinated urgent and complex interpreter assignments while collaborating with multidisciplinary teams and language-service vendors.
- Trained and mentored interpreters and developed professional development opportunities focused on cultural competency, communication, ethics, terminology, and quality standards.
- Maintained service documentation and analyzed utilization and performance data to identify communication barriers and improve language access.

UNIVERSITY OF MEMPHIS — SPEECH AND HEARING CENTER

Medical Interpreter | Memphis, Tennessee | May 2012 – Feb 2013

- Provided English-Spanish interpretation and written translation support to speech-language pathologists, audiologists, healthcare professionals, and pediatric families throughout evaluations, testing, results, and treatment.
- Translated and adapted educational materials, informational flyers, program communications, and patient resources for clear, accessible, culturally appropriate messaging.
- Translated grant applications, project descriptions, and supporting materials while maintaining professional tone, accuracy, and consistency.
- Reviewed and proofread translated content for grammar, terminology, clarity, accuracy, and cultural appropriateness.
- Collaborated with multidisciplinary teams to communicate complex speech, language, and audiology information in accessible Spanish.

PRIVATE CHILD CARE — LAURA ENGBRETSON, MD

Private Child Care Provider & Spanish Language Instructor | Memphis, Tennessee | Jul 2007 – May 2012

- Provided daily care for three children while planning engaging activities incorporating Spanish instruction, language development, and cultural awareness.
- Created and adapted age-appropriate educational materials, worksheets, games, and activity resources to support Spanish language learning, communication, and cognitive development.
- Developed interactive games and hands-on activities using arts and crafts to enhance learning, creativity, and verbal skills.
- Monitored children's play and learning activities to maintain a safe, supportive, and engaging environment.

PEPSICO

Special Events Coordinator | Mérida, Yucatán, Mexico | Jan 2000 – Dec 2004

- Planned, promoted, and executed community and marketing events designed to increase brand visibility, strengthen customer engagement, and support business objectives.
- Coordinated and supervised special events, school tours, and promotional activities from planning through completion.
- Coordinated event schedules, logistics, vendors, materials, and timelines to ensure organized and successful promotional activities.
- Collaborated with internal teams and community partners to develop engaging event experiences and communicate product information to diverse audiences.

SELECTED TRANSLATION, CONTENT & COMMUNICATIONS

- Global Content & Editorial Collaboration | St. Jude | 2025–2026 — Collaborated with St. Jude's Strategic Communication, Education, and Outreach (SCEO) team to review and proofread Spanish-language materials for patient and family outreach and website content, ensuring messaging was accurate, clear, culturally relevant, and effective for Spanish-speaking audiences.
- Spanish-Language Child Life Programming | Le Bonheur — Hosted a weekly Spanish-language game show and translated and adapted educational, activity, and promotional materials for pediatric patients and families.
- Conference Translation & Coordination — Coordinated three national medical interpreter conferences in Nashville and Memphis and translated conference materials, presentations, promotional content, and participant communications.

EDUCATION & CERTIFICATIONS

Certified Medical Interpreter (CMI) — Spanish

National Board of Certification for Medical Interpreters | Dec 2025 | Credential: CMI-Spanish #102987

CQ® Certified Facilitator — Cultural Intelligence Center

Feb 2025 | Certified to facilitate Cultural Intelligence (CQ) training and help individuals and organizations develop the knowledge, strategies, and skills needed to communicate, collaborate, and work effectively across cultural differences and diverse environments.

CQ® Train-the-Trainer Certificate — Cultural Intelligence Center

Feb 2025 | Trained to facilitate Cultural Intelligence (CQ) programs that strengthen cross-cultural communication, collaboration, and effectiveness. Demonstrates expertise in helping individuals and organizations navigate cultural differences and communicate effectively across diverse audiences.

Healthcare Interpreter Certificate

University of Memphis, School of Public Health | Mar 2011 | Accredited by the International Medical Interpreters Association. Specialized training included healthcare interpreting protocols, medical terminology, cultural barriers, interpreting roles and modes, professional standards and ethics, legal and regulatory requirements, cultural competence, memory development, and bidirectional language conversion.

- **Department of Education — Memphis, Tennessee — GED / High School Equivalency** | Jan 2011
- **Universidad Autónoma de Yucatán (UADY) — Post-Secondary Education** | Mérida, Yucatán, Mexico | May 2002

LEADERSHIP, PROFESSIONAL ENGAGEMENT & COMMUNITY IMPACT

LEADERSHIP & PROFESSIONAL ENGAGEMENT

President | Tennessee Association of Medical Interpreters and Translators (TAMIT) | Jan 2016–Jan 2018 — Led a professional association dedicated to supporting and advancing medical interpreters and translators throughout Tennessee and the Mid-South. Provided leadership in professional outreach, advocacy, continuing education, and community engagement, collaborating with language professionals, healthcare providers, and community partners to promote the value of qualified language services and meaningful language access.

Latin/Hispanic Employee Resource Group — Programs & Communications Co-Chair | St. Jude | 2022–2025 — Supported bilingual communications, cultural programming, employee engagement, and initiatives celebrating Hispanic and Latin American cultures, strengthening cultural awareness and connection across the organization.

DEI Advocate | St. Jude | 2022–2025 — Contributed to initiatives promoting diversity, equity, inclusion, belonging, and culturally responsive communication.

Conference Coordinator & Translator — Coordinated three national medical interpreter conferences in Nashville and Memphis, overseeing event logistics and translating conference materials, presentations, promotional content, and participant communications.

Professional Presenter & Educator — Presented on medical interpreting, cultural humility, cross-cultural communication, and language access for professional and healthcare audiences, including TAMIT, the International Medical Interpreters Association (IMIA), and Le Bonheur Children's Hospital. Topics included medical interpreting in speech-language sessions and cultural humility in pediatric healthcare.

COMMUNITY SERVICE & LANGUAGE ACCESS

Volunteer Spanish Medical Interpreter & Translator | Compassion Neighborhood Clinic | Jan 2010–Dec 2020 — Volunteered for more than 10 years providing professional English-Spanish interpretation and written translation support to underserved individuals and families facing barriers to healthcare access. Worked alongside healthcare providers and clinic volunteers to facilitate accurate communication during medical encounters and translate healthcare information, helping patients understand their care and providers understand their questions, concerns, and needs. Contributed to community outreach and a welcoming, inclusive healthcare environment.

International Medical Mission | Health Talents International, Guatemala | Sep 2016 — Served as a medical interpreter during an international healthcare mission, providing English-Spanish language support to patients, healthcare professionals, and volunteers while helping navigate linguistic and cultural barriers in an underserved community.

RECOGNITION

30 Ovation Awards | St. Jude | 2024–2025 — Received 30 peer recognitions for exceptional contributions, collaboration, service, and commitment to the organization's mission. • **Employee of the Month | Le Bonheur Outpatient Clinics** | 2021. • **Power of One Award | Le Bonheur Children's Hospital** | 2015, 2022.