

Thao Pham

// Interpreter

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> SUMMARY

Interpreter with 4 years of Vietnamese-English interpreting for hospitals, county social services, schools and immigration attorneys in the San Jose area. Interprets consecutively in person and by phone, sight translates forms, and keeps every session confidential with a calm, professional demeanor. CoreCHI certified with 40 hours of medical interpreter training.

> SKILLS

• Consecutive Interpreting • Sight Translation • Telephone Interpreting • Note-Taking • Medical Terminology
• Vietnamese • Community Interpreting • Confidentiality • Interpersonal Skills • Professional Demeanor

> EXPERIENCE

Interpreter

05/2024 - Present

Silicon Valley Language Access

San Jose, CA

Staff interpreter for an agency covering 70 healthcare, school and government clients.

- Interpret 20-30 in-person and telephone interpreting sessions a week for Vietnamese-speaking families.
- Deliver sight translation of benefit notices, school forms and discharge papers for about **50** clients a month.
- Apply structured note-taking for long consecutive turns in 2-hour medical, legal and social services appointments.
- Record each session in the scheduling portal the same day, with no billing disputes in 2025.
- Hold a 98% on-time arrival rate across assignments in Santa Clara and San Mateo counties.

Bilingual Community Health Worker

06/2022 - 04/2024

Eastside Family Health Center

San Jose, CA

Community health worker and interpreter at a federally qualified health center.

- Interpreted 15 patient visits a week in primary care, prenatal and behavioral health.
- Translated 20 health education flyers into Vietnamese with the clinic's nurse educator.
- Enrolled 300 families in Medi-Cal and explained coverage letters in Vietnamese.
- Guided elderly patients through 4-step portal sign-up, raising Vietnamese portal use 25%.

> EDUCATION

Bachelor of Arts

05/2022

San Jose State University

San Jose, CA

Communication Studies

> CERTIFICATES

CoreCHI Certification

10/2024

Certification Commission for Healthcare Interpreters (CCHI)

Bridging the Gap Medical Interpreter Training (40 hours)

08/2022

Cross Cultural Health Care Program