**Ricardo E. Magdaleno**



**Spoken Language and LATAM Cultural Consultant en Global Translations Panama, Inc.**

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 **Urb. Viña del Mar, La Chorrera, Republic of Panama**

I have been a U.S. Department of Defense and a Republic of Panama Licensed Spanish/English Translator and Interpreter since 1984 and, as such, in both traditional and freelance settings I am a team worker and critical thinker. I can easily adapt to ever changing situations, deadlines, business and personal goals. I strive for ever increasing responsibilities and always look for ways to improve on methods and processes. I always choose to uphold and upgrade company policy and goals and strive to provide excellent customer service. I quickly take charge of situations even when others shy away. I'm not afraid of making decisions, doing my best not to err but, when I do, I will err in favor of company yet not losing sight of customer's needs. I am fully set up for fast, accurate and reliable remote work. Please let me know if I can help!

**PROFESSIONAL EXPERIENCE:**

* **CEO / Owner and Operator, Global Translations Panama, Inc.**

**Name of Company:** **Global Translations Panama, Inc.**

Dates of employment: Jan 2000 – current

Duration of employment: 23 years

Location: Panama City, Republic of Panama

* **FOUNDER AND DIRECTOR OF THE PANAMANIAN ASSOCIATION OF TRANSLATORS AND INTERPRETERS, (Asociación de Traductores e Intérpretes de Panamá – ATIP)**

**Date of Founding: January 23, 2023**

A non-profit organization whose objectives, among others, is to reinvigorate the use of Professional Translators and Interpreters by, and together with the governmental bodies that govern this profession (MEDUCA/MINREX), proposing laws that are more attuned to international standards of practice. To provide a gateway for our professionals be able to compete in the national and international market, especially the U.S. Forming, training and supporting professionals who wish to obtain their Professional License and align our Latin American professionals to U.S. and International Rules and Regulations such as ASTM/ISO, California Commissioners for Healthcare Interpreting (CCHI), the National Association of Judiciary Interpreters and Translators (NAJIT) and help our professionals obtain better recognition by striving to meet North American and European standards of practice.

* **CONTRACTOR FOR THE THOMPSON REUTERS ROUND TABLE GROUP**

**AS AN EXPERT WITNESS (PERITO) LANGUAGE, LINGUISTICS, U.S. DEPARTMENT OF DEFENSE CONTRACTING AND LATIN AMERICAN (LATAM) LAW AND LEGAL PROCESSES.**

I serve as Expert Witness on behalf of The Round Table Group’s Legal Firms clients who request expert witness services in my field of expertise. I have participated as expert witness in complex cases in California, Texas and Florida courts of law in fully explaining the letter and spirit of Latin American Laws and Legal Systems and basis of law in rulings issued by LATAM courts.

* **FREELANCE SPANISH-ENGLISH LICENSED TRANSLATOR FOR TRANSLATED SRL, ROME, ITALY**

I proofread, edit, correct and translate a myriad of documents in all fields from Spanish to English for individual and corporate customers using **AI based Adaptive Neural Machine Translation (MT)** to improve accuracy and accelerate turn-around times. Jobs are often done with tight deadlines and, up to date, my proficiency ratings have been sustained at 100% accuracy and 100% timely deliveries for over 26,794 translated words. info@translated.com or (+44)-3308080544

Additionally, I offer Over-the-Phone and Video Remote Spanish Interpreting services for U.S. based corporations helping as a Spanish Interpreter for medical clinics, hospitals, Insurance companies, retail and wholesale, oil and mineral industries, schools, county, state and federal government agencies and others in communicating with their Spanish customers.

Lastly, as Owner and Operator of Global Translations, Panama Inc., from time to time I am asked to help in providing Macro Spanish Language and Latin America cultural training and consultation for U.S., European and Asian companies, governments and U.S. authorities who seek Spanish language and cultural training and advisory services. I provide language assistance in high-level business and government meetings and evaluate LATAM nationals' means and intentions by using a variety of metrics and observations on the basis of culture, customs, physical, verbal and tonal cues to assess ultimate intentions. While specializing in Legal and Judiciary Language assistance, I often help as lead Spanish/English Interpreter and Translator for U.S.-based interpreting companies as an OPI/VRI interpreter in myriad settings such as hospitals, industry, 911, insurance, retail and wholesale, gas, oil, and minerals, etc., and help these companies, their staff, interpreters, sales departments and others to improve customer reception by teaching them to appropriately use, and apply, basic and complex interpretation methods and techniques to improve their language offerings. These services are also inversely offered to LATAM companies that seek to better understand U.S. and Canadian language and cultural systems in opening, improving and furthering their offers in North America in general, and the U.S. in particular.

* **[Independent Spanish Translator and Interpreter](https://www.linkedin.com/search/results/all/?keywords=Global%20Translations%20Houston%2C%20%20Inc.&lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base%3BRajk2eETTsmrzK24KV7pbQ%3D%3D)**

**[Name of company: Global Translations Houston, Inc.](https://www.linkedin.com/search/results/all/?keywords=Global%20Translations%20Houston%2C%20%20Inc.&lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base%3BRajk2eETTsmrzK24KV7pbQ%3D%3D)**

[Dates of employment: Jan 2003 – Apr 2019](https://www.linkedin.com/search/results/all/?keywords=Global%20Translations%20Houston%2C%20%20Inc.&lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base%3BRajk2eETTsmrzK24KV7pbQ%3D%3D)

[Duration of employment: 16 years and 4 months](https://www.linkedin.com/search/results/all/?keywords=Global%20Translations%20Houston%2C%20%20Inc.&lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base%3BRajk2eETTsmrzK24KV7pbQ%3D%3D)

[Location: Houston, Texas, United States](https://www.linkedin.com/search/results/all/?keywords=Global%20Translations%20Houston%2C%20%20Inc.&lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base%3BRajk2eETTsmrzK24KV7pbQ%3D%3D)

Judiciary and Legal Affairs Spanish - English Translator and Interpreter. Expert witness in court cases where language and linguistics were called into question. Acted before a number of State and Federal Courts in helping assess accuracy and correctness of language and cultural interventionists during criminal, civil, administrative and penal cases. I Closely worked with State and Federal Judiciary, attorneys and their corporate and individual clients in translating complex documents and interpreting from English to Spanish and vice-versa in very complex State and Federal judiciary hearings and individual taskings. I Translated a vast number of complex technical documents and oil and refinery manuals for companies such as PEMEX, ARCOM and BP, among others. Worked as an on-site and over-the-phone Spanish Interpreter for the Texas Methodist Hospital, UTMB and other hospitals, part of the Texas Medical Center (Houston, Texas). I Assisted the Houston Police Department (HPD), the Health and Human Services (HHS), the Department for Child Safety (DCS) and others in interviewing Spanish-speaking suspects, witnesses and persons of interest in a number of police, HHS and DCS cases.

* **[Spherion Panama](https://www.linkedin.com/company/spherion/?lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base%3BRajk2eETTsmrzK24KV7pbQ%3D%3D&licu=urn%3Ali%3Acontrol%3Ad_flagship3_profile_view_base-background_details_company)**

**[Name of company: Spherion](https://www.linkedin.com/company/spherion/?lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base%3BRajk2eETTsmrzK24KV7pbQ%3D%3D&licu=urn%3Ali%3Acontrol%3Ad_flagship3_profile_view_base-background_details_company)**

[Dates of employment: Nov 1999 – Feb 2001](https://www.linkedin.com/company/spherion/?lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base%3BRajk2eETTsmrzK24KV7pbQ%3D%3D&licu=urn%3Ali%3Acontrol%3Ad_flagship3_profile_view_base-background_details_company)

[Duración del empleo: 2 years and 4 months](https://www.linkedin.com/company/spherion/?lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base%3BRajk2eETTsmrzK24KV7pbQ%3D%3D&licu=urn%3Ali%3Acontrol%3Ad_flagship3_profile_view_base-background_details_company)

[Location: Panama City, Panama](https://www.linkedin.com/company/spherion/?lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base%3BRajk2eETTsmrzK24KV7pbQ%3D%3D&licu=urn%3Ali%3Acontrol%3Ad_flagship3_profile_view_base-background_details_company)

**Bilingual (English/Spanish) Call Center Customer Service Trainer/Coach and Supervisor.**

1. Project: **AT&T Residential Long Distance Retention and Sales**

I was responsible in training new and experienced bilingual call center retention and sales agents in handling and retaining unsatisfied and grieving customers by attentively listening to their complaints and offering and applying new call plans that better fit their respective needs and budgets. Taught and applied AT&T retention policies and practices that better served the customer as were offering and selling lower cost long distance and international calling plans, Friends and Family call plans and upgrading customers phones to newer ones at a lower monthly cost. Here I upsold several business customers with new phones and call plans that fit their local, national and international needs.

1. Project: **SPRINT / NEXTEL**

Also, a Bilingual trainer, coach and mentor. As above, I was in charge of training new hires in customer service/sales and retention as well as was in charge of keeping abreast of changes in policies and practices and disseminate the new rules and regulations throughout our production floor. In charge of monitoring new hire and experienced call center agents calls and coach and mentor as appropriate. I was in charge of helping our agents with our difficult customers by assisting them on calls and applying a higher level of customer support (Tier II support) that enabled me to better assist the customer and improved the agents’ sales and retention success rates. Responsible for preparing bi-monthly and monthly training reports and remedial actions taken to help agents and customers alike to keep and be satisfied with Sprint/Nextel’s plans and services

* **[Judiciary and Special Operations (LATAM) Spanish Linguist and Cultural Advisor](https://www.linkedin.com/company/us-army/?lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base%3BRajk2eETTsmrzK24KV7pbQ%3D%3D&licu=urn%3Ali%3Acontrol%3Ad_flagship3_profile_view_base-background_details_company)**

**[Name of company: US Army](https://www.linkedin.com/company/us-army/?lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base%3BRajk2eETTsmrzK24KV7pbQ%3D%3D&licu=urn%3Ali%3Acontrol%3Ad_flagship3_profile_view_base-background_details_company)**

[Dates of employment: May 1984 – oct 1999](https://www.linkedin.com/company/us-army/?lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base%3BRajk2eETTsmrzK24KV7pbQ%3D%3D&licu=urn%3Ali%3Acontrol%3Ad_flagship3_profile_view_base-background_details_company)

[Duration of employment: 15 años y 6 meses](https://www.linkedin.com/company/us-army/?lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base%3BRajk2eETTsmrzK24KV7pbQ%3D%3D&licu=urn%3Ali%3Acontrol%3Ad_flagship3_profile_view_base-background_details_company)

[Location: Worldwide assignments](https://www.linkedin.com/company/us-army/?lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base%3BRajk2eETTsmrzK24KV7pbQ%3D%3D&licu=urn%3Ali%3Acontrol%3Ad_flagship3_profile_view_base-background_details_company)

* **U.S. Army Office of the Staff Judge Advocate General; U.S. Army Deputy Chief of Staff of Operations and SOC-SOUTH. (1987 – 1999)**

As a Spanish Interpreter I participated in high level meetings and acted as primary Spanish interpreter in civil-military settings with concentration in Latin America and the Caribbean. I assisted in a number of U.S. Defense Attachés Offices in U.S. Embassies throughout LATAM in helping them organize effective Spanish Interpretation Services for Diplomats and Customers alike. I also participated as a linguist in field military operations throughout the theater in conjunction with specialized U.S. Military Commands and Civilian Law Enforcement organizations in effectively communicating with their Latin American counterparts. I served as Primary English/Spanish Judiciary Translator and Interpreter in a number of Article

32 hearings and General and Special Courts Martial where witnesses were Spanish speakers and in cases involving U.S. Service Members stationed or on Temporary Duty (TDY) throughout Latin America.

* **U.S. Army, 88th Support and Supply Company, Log Base Bravo, KKMC, during Operation Desert Storm/Desert Shield (1991 – 1992)**

Combat Intelligent Communication Systems Engineer in support of combat and support operations in Kuwait. Planned, deployed and supported land-line, aerial (tropospheric/ionospheric) and satellite communications systems for front – line combat units/battalions during offensive and defensive operations.

* **U.S. Army Civil Military Task Force – Operation Just Cause/Promote Liberty – Panama. (1989 – 1990)**

S-1 NCOIC (Acting Jack) in charge of Coordinating Personnel Movements and Panamanian Police Training in Cooperation with the new Panamanian Police Force and U.S. Law Enforcement Agencies, Coordinated delivery of former U.S. Canal Zone Real Estate and Property to the new Panamanian Government. Dec. 1989 – Aug. 1990.

* **Other Skills and abilities / Extracurricular work and hobbies:**
* **Compliance Research and Analysis (2018 – 2020)**

Assisted the now defunct **The Red Flag Group, a British owned Compliance and Research** firm based in Hong Kong with offices in the U.S., Latin America and Europe. In charge of conducting both basic and in-depth research on Central and South American providers whom sold goods and services to U.S. based companies. Our research included companies and principals in the America’s, Asia, Africa and Europe running background and reputational checks on target companies in such a way in that our clients and customers were in compliance with U.S. business and commercial laws.

* **Technical Support (1989 to Present):**

I build, configure and repair IBM based PC’s and Laptops and assist private and business customers in diagnosing and repairing software and hardware related issues as are blue screens, file rescue and recovery, identifying hard drive (HD) and solid-state drives (SSD) problems, internet connectivity and/or speed problems, etc., and providing viable solutions. I replace Laptop screens, HD’s, upgrade memories and configure PC’s and laptops to receive new Windows updates (as when Microsoft was demanding al systems HAVE TPM (Trusted Platform Module) in order to upgrade to Win 11.

* **Teacher of English as a Second Language (ESL) and English as a Foreign Language (EFL) (1985 - Present)**

Taught ESL and EFL to Limited English Proficiency (LEP) high school and college students both in formal and informal settings. Starting from the very basics (True Beginners) as teaching, explaining and practicing basic grammar structures (e.g. Present, Present Simple, Present Progressive, Past Simple, Past Progressive, etc.) bringing the students to better understand and learn how to apply everyday ESL structures into their own lives and in better communicating and understanding in formal and informal settings. I helped prepare LEP college candidates in taking and/or improving their TOELF and TESOL college tests up to and including preparing students for their SAT’s.

* **Licenses and Certifications**

**Authorized Public Interpreter, Republic of Panama**

License No. 241 Dated 21 June 1991

Ministry of Government and Justice, Panama

Ministry of Foreign Relations, Panama – 1992

Ministry of Education of Panama - 1992

**U.S. Department of Defense Spanish Interpreter**

License No. 8843 Dated 28 Aug 1987

US Army

**U.S. Trial Defense Service School**

Fort Sam Houston, TX,

LATAM Legal Systems and Linguistics

1993

**Notary Public of the State of Texas**

Texas Department of Licensing and Regulation

2 Commissions: 2007 – 2008 and 2008 – 2009

* **Social Networks:**

 **LinkedIn**

[**https://www.linkedin.com/in/ricardo-e-magdaleno-3519961a8/**](https://www.linkedin.com/in/ricardo-e-magdaleno-3519961a8/)

 **PROZ:**

[**https://www.proz.com/interpreter/3931832**](https://www.proz.com/interpreter/3931832)

 **Facebook**

[**https://www.facebook.com/ricardo.magdaleno.56232**](https://www.facebook.com/ricardo.magdaleno.56232)

* **References:**
* **John P. Galligan (Judge Advocate/ U.S. Army Col [Ret])**

Former Judge Advocate General, U.S. Army South

 Currently in Private Practice - Ft. Hood Attorney

 315 S Main St

 Belton, TX 76513-3457

 1-(254)-939-5646

* **Licenciada Grace Merel**

Abogada

 1-(507)-6526-3419

* **Licenciado José Alberto Navarro**

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