

# **Vivian (Hernandez) Thorne C.V. Spanish Translator – Birmingham, Alabama**

## **Business Analyst/Consultant**

**Spanish/English Translation - working with the Alabama Administrative Office of Courts**

**Cumberland School of Law - Samford University**

**Birmingham, Alabama**

Hi! My name is Vivian Hernandez Thorne. I am currently involved with English/Spanish translations for the Alabama Administrative Office of Courts as well as for businesses and individuals. I continue to do business analysis and consulting on a contract basis. I am focusing on project management, regulatory compliance with ISO and documenting procedures, as well as compliance with the SOX regulations.

My next personal focus is to achieve my PMP certification. I am very detail oriented, hands on, and have much initiative. I can be a team player, but work just as well individually without much supervision and willing to take on extra duties and responsibilities.

I am bilingual in Spanish and was born in Havana. Right now I am looking for something else to work with whether it be full time, part time, more business consulting and analysis, including, training in direct sales and presentations, or part time. I am open to everything and anything.

Specialties:

Business Analyst

Consulting in all business areas

Drafting and negotiating contraction

Procurement and Bid Package Proposals (including governmental entities)

Creating customer pricing using history, profit margin, logistics and estimated usage

Bilingual in English/Spanish

Sales Support

Sales

Customer Service/Liaison

## **Experience**

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### **Spanish/English Translator**

**Company Name Spanish/English Translation - working with the Alabama Administrative Office of Courts**

**Dates Employed Feb 2012 – Present**

**Employment Duration 5 yrs 11 mos**

**Location Shelby and Jefferson Counties, Alabama**

Doing court, legal and general translations in Spanish/English for the Alabama Administrative Office of Courts as well as businesses and individuals. Both oral and written.

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**Business Analyst/Business Consultant**

**Company Name Independent Marketing & Sales Consultant**

**Dates Employed Jun 2006 – Present**

**Employment Duration 11 yrs 7 mos**

**Location Birmingham, AL and the metropolitan area**

I am currently involved with companies I used to be employed by, as well as others who need my services on a contract basis. I am currently focusing on business analysis, as well as regulatory compliance. I continue to document standard operating processes, as well as ISO processes and help companies prepare for ISO certifications and compliance audits. I am also dealing with SOX regulatory compliance.

I have a strong background in sales, support, customer service, logistics, contract drafting and negotiation, and team building. Also, I have begun doing marketing and training for independent consultants representing various direct sales companies. In this role I am able to offer solutions, as well as fill open positions. I am readily able to conduct business in English or Spanish.

I am a quick read and usually able to dive into whatever needs to be done and contribute to the team. At the moment I am available in this role. I am also following leads as I am ready to commit to one organization on a contract or employer/employee relationship on a long term basis. Thank you for your interest.

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The logo for Cookie Lee, Inc. features the name "Cookie Lee" in a stylized, cursive pink font. Below the name, the words "THE SUPPORT ADVANTAGE" are written in a smaller, sans-serif font.

**Sr. Consultant**

**Company Name Cookie Lee, Inc.**

**Dates Employed Nov 2011 – Jul 2013**

**Employment Duration 1 yr 9 mos**

**Location Own business so can sell anywhere, USA**

I just changed from Premier Designs Jewelry to Cookie Lee, Inc. in direct sales which in both companies you own, operate, market, promote, give presentations and manage your own business which you pay rights to own. It is very challenging and hard work but very rewarding and to me fun! It is my relaxation. My favorite part is meeting all the people and knowing I fulfilled the customers' expectations and my own by all the repeat and happy customers.

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**Independent Distributor**

**Company Name Premier Designs**

**Dates Employed 2006 – Nov 2011**

**Employment Duration 5 yrs**

**Location Birmingham and surrounding territories**

Direct sales company managing and working the field. Commissions paid on sales. Included in performing duties is extensive marketing, presentations to groups and one on one presentations, ordering and inventory control, customer service.

Achievements:

President's Club

President's Circle

Reached top level in retail sales for one month

100 Club

Quick Start Program

Two time crown jeweler

Managed a down line of five people

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## **After Sales Support Administrator**

**Company Name Lafarge Cement**

**Dates Employed Feb 2006 – Jun 2006**

**Employment Duration 5 mos**

**Location Pelham, AL**

Worked with assigned segment in Service Center, Credit, Sales Organization and Customers to resolve problems and payment discrepancies. Conducted tracking and monitoring, resolution, reporting on root causes and resolving issues involving cash flow on receivables. Worked toward individual and department key performance indicators. Balanced time between receiving inbound and initiating outbound calls while maintaining customer service level requirements, including availability to customers. Follow-up, resolve issues and call back customers within appropriate time frame. Followed all standard operating procedures for the department and company as a whole.

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## **Sales Contract Administrator/Administrator Customer Service Center**

**Company Name Meridian Rail (currently GBRX, Inc.)**

**Dates Employed Jun 1995 – Sep 2004**

**Employment Duration 9 yrs 4 mos**

Received all requests for bids as well as purchase orders for different specifications than the norm that came in for the entire division. Worked out pricing, logistics, etc. based on history, amount of order, future of service, etc. and put together bidding packages for individual corporations, public transits, Latin countries and Mexico. Followed up on bids and took the orders and did releases on blanket orders and made certain deliveries were shipped on time.

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## **SAP Business Analyst**

**Company Name Meridian Rail**

**Dates Employed Feb 1997 – Aug 2003**

**Employment Duration 6 yrs 7 mos**

**Location Birmingham, AL**

Duties included traveling to all shops in our division and being instrumental in implementing six different locations to SAP within a six month time period and participating fully in a large wheel plant and brake shoe plant implementation. Focused on Sales/Distribution but participated and handled Materials Management, master data in various areas, worked and helped end users with problems and analyzed current methods being used and suggested and help modify changes to processes to make them easier. Worked closely with upper management to determine necessary reporting aids and was appointed and empowered by the CEO, Rick Turner, to make divisions for the division.

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Alexander Maznov

Counselor

## **Solo Practitioner**

**Company Name Law Practice**

**Dates Employed Jan 1984 – Jan 1995**

**Employment Duration 11 yrs 1 mo**

Practiced criminal, domestic, labor and juvenile law. This consisted of working with clients, analyzing situations to make determinations of course of actions to undertake. Drafted wills, contracts, and pleadings. Also, worked extensively in the Federal Court system translating, as well as representing Spanish-speaking defendants.

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## **Adjunct Professor**

**Company Name Jeffson State Junior College**

**Dates Employed Jan 1984 – Jan 1988**

**Employment Duration 4 yrs 1 mo**

Taught several years as a professor for evening classes several nights a week teaching Business Law to students enrolled at Jeff State Junior College. Taught at both the main campus as well as satellite sites.

## Education

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**Cumberland School of Law - Samford University**

Degree Name Degree: J.D. (Juris Doctorate)

Field Of Study Law

Dates attended or expected graduation 1981 – 1984

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**University of Montevallo**

Degree Name Bachelor

Field Of Study Business Administration; Management

Dates attended or expected graduation 1977 – 1981