



Tammera J. Richards, BS, CI & CT; SC:L; NAD IV

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CERTIFIED SIGN LANGUAGE INTERPRETER

Professional sign language interpreter with over 18 years experience in the interpreting field, including over three years experience in VRS settings; Built from the ground up, owned, and operated a successful community interpreter referral service, as well as created and managed a nationwide video remote interpreting system from concept to implementation.

KEY SKILLS AND AREAS OF EXPERIENCE:

- ◆ Exceptional technical expertise
- ◆ One of only five SC:L holders in Oregon
- ◆ Business Development
- ◆ Recruiting and training
- ◆ Published Author
- ◆ Project Management and Implementation
- ◆ Mentorship and Evaluation
- ◆ People Management

WORK EXPERIENCE

Video Relay Interpreter Sorenson Communications

February, 2006-Present

Provide Sign-to-Voice and Voice-to-Sign interpreting/transliterating services via VP technology; involved in mentoring and training newly recruited video interpreters; responsible for evaluating potential VI-P candidates; provide technical interpreting services at Salt Lake City headquarters; serve as Point-of-contact (POC) when requested; provide recruiting feedback and support to current manager; promote the overall success of the Portland, Oregon VRS center. Recognized as the go-to person for technical issues and interpreting expertise in the Portland center.

Video Remote Interpreting (VRI) Program Specialist SignOn-Oregon, LLC

2005-2006

Responsible for VRI program development, implementation, strategic planning, and customer generation. Built existing program from the ground up including managing and hiring technical staff, testing, and evaluating equipment. Current program is still operating in Seattle, Washington.

Video Interpreter/Floor Supervisor SignOn! Video Relay Service (Sprint/CSD)

2004-2006

Provided Sign-to-Voice and Voice-to-Sign interpreting/transliterating services via video conferencing technology; monitored video interpreters, handled customer service complaints and commendations, troubleshoot technical problems, provided administrative assistance to the video interpreter manager, filled out applicable paperwork and maintained call center operations. Reviewed, selected, and trained employees on web-based scheduling system used for video relay center scheduling.

Freelance Sign Language Interpreter NorthWest American Sign Language Associates, Inc.

1989-Present

Provided freelance interpretation services in a variety of settings such as: mental health, medical, legal, professional business, social service, post secondary educational, performing arts (over 50 performances), local, national and regional conferences (including RID 2005 and 2007), and high-tech. Worked for three years as a preferred contract interpreter at Microsoft Corporation in Redmond, WA where I participated with Microsoft Corporate Diversity and Deaf employees in the development and creation of a DVD sign language dictionary (called MSL: Microsoft Sign Language) and terminology listing specific to Microsoft.

Owner/Interpreter Coordinator**1994-1999****NorthWest American Sign Language Associates, Inc.**

Built from the ground up, a sign language interpreter referral service that provided sign language, oral and deaf-blind (tactile) interpreting services to Deaf and hard-of-hearing consumers. Services included daily interpreter referral, emergency on-call services, and ADA consultation. Responsible for all aspects of business management including: recruitment, management, mentoring and evaluation of over 50 contractors; acquisition of new business, managing over 500 hours of interpreting services per month including scheduling, billing, accounting and collections. NW ASL was proud to have won the bid to provide sign language interpreting services for over 200 Deaf attendees at the 1995 President's Committee of Employment of People with Disabilities Conference. Sold this successful business in 1999 and it is still a booming business today. Provide expert consultation and evaluation of new interpreters as needed to current owner.

Staff/Contract Interpreter and Program Assistant**1993-2003****Columbia River Mental Health Services**

Provided interpreting services and coordinated interpreting services for a variety of mental health clients with diverse diagnoses, as well as working with Deaf and hearing professional therapists, psychiatrists, and nurse practitioners.

TRS Relay Operator**1990-1992****Oregon Relay Service, Portland, Oregon**

Provided traditional text-based TTY relay call services to hearing, hard-of-hearing, speech-impaired, and all other users of the Oregon Relay Service while it was based in Portland, OR.

EDUCATION/CERTIFICATION

National Registry of Interpreters for the Deaf: Specialist Certificate: Legal (SC:L)	January, 2004
National Registry of Interpreters for the Deaf Certificate of Transliteration (CT)	June 1995
National Registry of Interpreters for the Deaf Certificate of Interpretation (CI)	August 1994
National Association of the Deaf Level IV: Advanced	October 1993
City University of Seattle, Bellevue, Washington	
Bachelor of Science: Business Administration, General Administration	March, 2005
The Julliard School, New York, New York	
Theatre Access Project: Interpreting for the Theatre Program	June 1999
Portland Community College, Portland, Oregon	
Sign Language Interpretation Program - September, 1990 - June, 1992	
Associate of Applied Sciences Degree – Sign Language Interpretation	June 1992

PUBLICATIONS

- ◆ “Establishing A Freelance Interpretation Business: Professional Guidance for Sign Language Interpreters” First Edition Published May, 1995. Second Edition, 1998. Third Edition due out early 2008.
- ◆ Team Interpreting: The Team Approach. *Journal of Interpretation.* August, 1993.
- ◆ Team Interpreting: The Team Approach. *RID Views.* April, 1994.

PRESENTATIONS/WORKSHOPS

- ◆ Business Practices for Sign Language Interpreters Billing, Collections and Marketing – Oh My!
This course focuses on elements of professional business practices in the field of sign language interpretation. The focus of this course is foundations of business which allows interpreters to manage their careers professionally and effectively.
- ◆ Legal Terminology for the VRS Interpreter
This course focuses on specific legal terminology that may arise during VRS calls. Context and meaning is discussed as well as potential options for interpretation.

REFERENCES AND PORTFOLIO AVAILABLE UPON REQUEST