

Andy Schwieter

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SKILLS

- Building and leading extraordinary teams
- Leveraging systems thinking for innovation and continuous improvement
- Finding, adapting, and applying existing solutions to novel problems
- Spanish (near-native), Chinese (conversational), & Portuguese (conversational)

EXPERIENCE

Director, Language Access Services 2019 - present

Cincinnati Children's Hospital Medical Center; Cincinnati, OH

- Providing meaningful access to individuals with limited English proficiency.
- Improving team experience: employee engagement increased to 92% favorable.
- Updating policies and processes for quality and compliance: deployed 150 new video interpreting carts on which staff rate calls an average of 4.6 out of 5 stars.
- Partnering with divisions to meet the unique needs of their staff and families.
- Promoted from Manager in February 2021.

Specialist, Language Access Services

2014 - 2019

Cincinnati Children's Hospital Medical Center; Cincinnati, OH

- Improved language access processes: selected and implemented a translation management system (TMS), Wordbee, cutting request processing labor by 50%.
- Managed translation vendors: completed RFP in 2017 to reduce costs by 25%.
- Standardized documentation of consent with bilingual forms institution-wide.
- Promoted from Translations Coordinator in January 2018.

Translation Department Manager

2013 - 2014

Affordable Language Services; Cincinnati, OH

- Ensured my team understood, documented, and fulfilled customer needs.
- Improved internal processes, including implementing the Plunet TMS.
- Increased sales 90% while maintaining staffing and 88% Net Promoter Score.

Translation Project Manager

2010 - 2013

Conversa Language Solutions; Cincinnati, OH

- Developed, implemented, and oversaw the entire translation process.
- Promoted from ESL Teacher and Interpreter in May 2012.

Bilingual Program Coordinator Assistant

2008 - 2010

UIC Division of Specialized Care for Children; Chicago, IL

- Maintained documentation of children's eligibility for the Title V program.
- Spanish interpreting and translating for medical care coordination.

EDUCATION

University of Illinois at Urbana-Champaign

2002 - 2005

B.S. in Spanish and mathematics with honors conferred December 2005.

TRAINING

Aileron Course for Senior Executives

2013

Common Sense Advisory Supercharge Your Translation Sales Strategy

2012

Bridging the Gap Cross-Cultural Training for Medical Interpreters

2012

CREDENTIALS

National Board Certified Medical Interpreter - Spanish

2015

Supreme Court of Ohio Certified Court Interpreter - Spanish

2013