




# REGINA DUKES

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## WORK EXPERIENCE

**August 2020 – June 2021**

**Administrative Assistant,** TEXAS DEPARTMENT OF FAMILY AND PROTECTIVE SERVICES  
SAN ANTONIO, TX

- Answered and screened telephone inquiries; took and routed messages and recorded intake information for referral to caseworkers for more than 4 units across 4 regions.
- Prepared and maintained monthly statistical reports, leave and personnel records, case-control systems, case records, and related files for the units while functioning as the unit timekeeper and processed purchase orders and travel vouchers as directed.
- Performed data entry into IMPACT and other electronic programs and systems. Provided program and agency information and made referrals to other community resources.

**May 2020 – August 2020**

**Administrative Assistant,** JOHNSON VENTURE MANAGEMENT SOLUTIONS  
SAN ANTONIO, TX

- Successfully increased the total amount of training materials for the credentialing department by 100%, including creating new training materials for current and new employees while identifying and presenting solutions to management to improve operations in the credentialing department through targeted training.
- Created 65% of the credentialing department's standard operations procedures, including new standard operating procedures for training new employees.
- Credentialed new providers and re-credentialed current providers with hospitals at which they hold staff privileges including, but not limited to licensure, certification, and employment verifications.

**July 2016 – July 2019**

**Assistant Language Teacher,** YATSUSHIRO MUNICIPAL BOARD OF EDUCATION  
YATSUSHIRO CITY, KUMAMOTO PREF.; JET PROGRAM

- Selected by the Japanese Ministry of Education and Ministry of Foreign Affairs to promote foreign language education and grassroots internationalization in Japan through the Japan Exchange and Teaching (JET) Program and appointed as a JET Kizuna Ambassador by the Minister for International Affairs and Communications of Japan for promoting the internationalization of Japan and strengthening the bonds between Japan and the United States.
- Managed Yatsushiro City's annual Winter English Camp in 2017 with over 100 student participants. Prepared event schedule and supervised the planning and setting up of the camp's activities by efficiently and effectively managing a \$2,000 event budget while requesting and monitoring event supplies.
- Translated and interpreted for colleagues and students from English to Japanese and vice versa to explain linguistic terminologies.

**April 2014 – July 2016**

**Case Initiation Specialist,** OFFICE OF THE ATTORNEY GENERAL OF TEXAS- CHILD SUPPORT DIVISION  
SAN ANTONIO, TX | SAN MARCOS, TX

- Assisted with training and informing new staff about Case Initiation procedures and policies, including ensuring sensitive and protected information security and confidentiality.
- Initiated, assessed, and updated cases on the Texas Child Support Enforcement System, including preparing periodic reports on the number of cases opened, closed, or duplicated cases.
- Researched court orders and information related to cases, including interstate and international court orders.

## EDUCATION AND CERTIFICATIONS

### **Expected Graduation Date: May 2023**

#### **Master of Arts, MIDDLEBURY INSTITUTE OF INTERNATIONAL STUDIES**

MONTEREY, CA

- Translation and Localization Management, specializing in Localization Management.
- Language of study: Japanese
- Courses taken: Advanced Business Applications, Multilingual Desktop Publishing, Localization Project Management, Translation Technology, Principles of Translation, Business of Translation, Japan Soft Power/Youth Culture

### **August 2019; August 2021**

#### **School of Japanese, MIDDLEBURY COLLEGE SUMMER LANGUAGE SCHOOLS**

MIDDLEBURY, VT

- **Kathryn Davis Fellows for Peace Fellowship**- Awarded in 2019 to language school students who promote peace through language and language learning.

### **December 2018**

#### **Japanese Language Proficiency Test- N4, JAPAN EDUCATIONAL EXCHANGES AND SERVICES**

KUMAMOTO CITY, KUMAMOTO PREF.

- Passed level N4 of the Japanese Language Proficiency Test conducted by the Japan Educational Exchanges and Services.

### **October 2015**

#### **Teaching English as a Foreign Language Certification- 90 Hours, I-TO-I**

- TEFL certification through i-to-i. General TEFL 60 hours course in addition to 3 specialized courses-Teaching English to Large Classes, Teaching English to Young Learners, and Teaching Business English.

### **May 2013**

#### **Bachelor of Arts in Music, ST. MARY'S UNIVERSITY**

SAN ANTONIO, TX

- Concentration: Music Production

## SKILLS

- Intermediate Japanese- reading, speaking, and writing.
- Proficient in Microsoft Office 365 (Word, Outlook, Teams)
- Adept with Adobe PDF, Photoshop, InDesign, and Illustrator.
- Adept with SDL Trados and Memsource.
- Team project planning.
- Attention to detail with excellent spelling, grammar, and punctuation skills.
- Adaptability and creativity in situations that require sound judgments.
- Exceptional project and time management in situations that have a hard deadline.