

# IVETH CARUSO

---

Bilingual Healthcare Training & Sales Support Professional

Cumming, Georgia | es.ivethcaruso.com | ivethcaruso@outlook.com | 706-974-4577

## PROFESSIONAL SUMMARY

Bilingual healthcare professional with more than 20 years of experience supporting hospitals, healthcare providers, patients, and healthcare organizations through medical interpretation, education, training, and relationship management. Experienced presenter, educator, and business owner skilled in stakeholder engagement, customer support, adult learning, and consultative communication. Recognized for building trusted relationships across diverse audiences and navigating complex healthcare environments. Seeking opportunities where healthcare knowledge, relationship-building, training expertise, and bilingual communication skills can help organizations improve outcomes and customer success.

## CAREER HIGHLIGHTS

- 20+ years supporting communication in hospitals, clinics, and healthcare environments
- Fully bilingual in English and Spanish
- Medical and Legal Interpreter Certifications
- Experienced presenter, trainer, educator, and public speaker
- Business owner with extensive client relationship management experience
- Sales leadership experience with Coca-Cola
- Graduate Teaching Assistant and M.A. Spanish candidate

## CORE COMPETENCIES

Healthcare Environments • Customer Training • Adult Learning • Educational Presentations • Relationship Management • Stakeholder Engagement • Account Support • Customer Success • Consultative Communication • Business Development • Public Speaking • Bilingual Communication • Client Education • Territory Travel • CRM Systems

## EDUCATION

Georgia Southern University

M.A. Spanish, Expected December 2026

Selected Graduate Teaching Assistant (Spring & Summer 2026)

Recommended for Dual MA Spanish–MAT Program

Georgia Southern University

B.A. World Languages and Cultures, Spanish for the Professions

Minor: Nonprofit Management | Magna Cum Laude

## PROFESSIONAL EXPERIENCE

Graduate Teaching Assistant | Georgia Southern University | 2026–Present

- Facilitate language-learning sessions for undergraduate students through coaching, instruction, and performance feedback.
- Conduct oral assessments, evaluate student progress, and provide individualized guidance.
- Deliver presentations and training-oriented instruction to groups of learners.
- Collaborate with faculty to support student success and educational outcomes.

Medical Interpreter, Spanish Instructor & Business Owner | IC Language Services | 2004–Present

- Provide medical, educational, and legal interpretation services in hospitals, clinics, schools, and community settings.
- Support communication between healthcare providers and Spanish-speaking patients while facilitating understanding of complex information.
- Design and deliver customized educational programs for students and adult learners.
- Develop presentations, instructional materials, and training experiences tailored to diverse audiences.
- Build and maintain long-term relationships with healthcare organizations, agencies, schools, and private clients.
- Manage client communications, scheduling, contracts, invoicing, and business development activities.

REALTOR® | Iveth Caruso Real Estate | 2017–Present

- Guide clients through complex transactions requiring communication, organization, and relationship management.
- Coordinate multiple stakeholders while maintaining exceptional customer service.
- Develop referral-based business relationships and cultivate long-term client trust.

Previous Sales Leadership Experience | Coca-Cola

- Led and coached sales teams across assigned territories.
- Developed customer relationships and expanded market penetration.
- Supported product launches, promotions, and account growth initiatives.
- Collaborated with key accounts to improve customer satisfaction and sales performance.

## PRESENTATIONS & ACADEMIC ENGAGEMENT

Presenter, Southeast Coastal Conference on Languages & Literatures (SECCLL), 2025

"Connecting Service, Learning, Students, and Communities in an Upper-Level Language Course"

## CERTIFICATIONS

- University of Georgia Legal Interpreter Certification (2024)
- Medical Interpreter Training Certification (GMAAC)
- Georgia Real Estate License
- Google Localization Basics
- Lokalise Localization Basics

## LANGUAGES

Fully bilingual in English and Spanish