

YiYing (Sharon) Chen
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Profile

Master's degree in mental health counseling, with diverse experiences in: community mental health, computer sales, teaching, medical office and insurance billing, translation/interpretation in various fields. Well versed in group dynamics, client-centered growth/development. Educated in Taiwan and USA. Diverse living and work experience. Lived in Taiwan, Massachusetts, South Carolina, Pennsylvania, Tennessee, Dubai and China, largely related to husband's profession demands. "Culturally" aware and sensitive.

Experience

Mandarin Interpreter, Cyracom International, Houston TX-March, 2021-May, 2022

Provided accurate and professional consecutive English/Mandarin interpretation live via phone and/or video. Areas inclusive of: medical, insurance (health and auto), banking/credit cards, emergency services 911/police, home security, and court hearings. Numbers of calls ranged from 24 to 34 per eight hour work day

Senior Consultant, Consultant of Best Schools (CBS), Taipei, Taiwan-2003- Present

Liaison for Chinese/Taiwanese students applying American/European schools and processed numbers of 300+ essays. Provided assistance in process of applications, modifying/editing essays, statements of purposes, and/or resumes, translation from Chinese to English as necessary

Office Manager (Part-Time), First Care Family Practice, Knoxville, TN-2010-2013

Oversaw/managed practice flow, insurance claims, issued monthly patient statements, balanced patients' accounts, managed account receivable and collections with a weekly patient load of 200 to 250

Sales Representative, Oneness Computer, Pittsburgh, PA - 2001-2002

Built client base of 20-30 for a brand new wholesale office from cold calling, promoted computer hardware and software sales, maintained sales volume and customer relationships

Family Therapist, Three Rivers Youth Center, Pittsburgh, PA -1998-1999

Team leader for two family specialists, serviced 3 to 5 cases at a time in-home family preservation services, formulated treatment plans and coordinated other needed services

Mental Health Counselor II, Pee Dee Mental Health Center, Florence, SC
- 1995-1998

Assessed, diagnosed and delivered treatments for children ages from 3 to 18 and their families with individual, family, group, and play therapy
Maintained progress documentations, practiced case management and interagency care coordination, with a caseload of 40 to 50 families

Education M.ED. in Mental Health Counseling Psychology
Certificate of Advanced Graduate Studies
(CAGS)

University of Massachusetts, Amherst, MA

B.A. in English Language and Literature
Chinese Culture University, Taiwan