

July Drop-In Office Hours

For the remainder of July, we're replacing our traditional workshop with something more flexible: **Drop-In Office Hours!**

These sessions provide an open, supportive space where you can ask questions, discuss concerns, or simply check in with the team. Stop by for help with:

- **Call Observations:** Review recent calls and real-world scenarios.
- **NiCE and System Questions:** Get support with schedule tracking and platform navigation.
- **Call Anxiety:** Clarify procedures or concerns that may be making you nervous while taking calls.

Whether you need a quick answer or additional reassurance, we're here to support your success!

Tuesday, July 28 at 7:30 AM PT / 10:30 AM ET

Copy and paste this link to join:

[https://teams.microsoft.com/meet/271789291725089?
p=RXsM2bBCoBZmjuS1ew](https://teams.microsoft.com/meet/271789291725089?p=RXsM2bBCoBZmjuS1ew)

Wednesday, July 29 at 3:00 PM PT / 6:00 PM ET

Copy and paste this link to join:

[https://teams.microsoft.com/meet/21190895543106?
p=Fm375XjxbTvdhHEDP8](https://teams.microsoft.com/meet/21190895543106?p=Fm375XjxbTvdhHEDP8)



You're doing great! Keep up the amazing work! ✨

Email Subject Line Reminder

For all email communication, please include the following information in the subject line:

Your full name

CRID number

Language

Reason for the email

This information allows us to locate your profile in NiCE and route your request to the appropriate team. Missing information may delay the processing of your email.

Example:

Dan Smith * 456789 – SPA: Schedule Request

Celebrating Interpreter Excellence!

Please join us in congratulating these outstanding interpreters, who recently received official commendations for their exceptional work, professionalism, and dedication:

- ☀ Gabriela Santiago Santos
- ☀ Anacaren Carranza
- ☀ Alexandra Abreus Concepcion
- ☀ Vanessa Mateo
- ☀ Blanca Guadiana
- ☀ Fabiola Mirza
- ☀ Rebbekkah Espinoza
- ☀ Andrea Banuelos

Thank you for your hard work, exceptional skills, and the positive difference you make for our clients and customers every day!

Interpreter of the Month Spotlight: July 2026

Carola Guzmán

Ana C. Guzmán Febre

About Carola

"I started this job just to find something to keep me busy, but it has been life-changing. Human nature is a fantastic thing to observe. I see the best and the worst here—but mostly the best. Being an interpreter is the calling I didn't know I had."

Her Favorite Part of the Job

"I am humbled and honored to make other people's lives just a bit less stressful."

Congratulations, Carola!

Thank you for your outstanding professionalism, dedication, and the incredible empathy you bring to every call. Your work makes a meaningful difference in the lives of others, and we are incredibly proud to have you on our team!

Standing Together During the Wildfires

Our thoughts are with our Kelly Canada team members and all communities affected by the ongoing wildfires. We are also thinking of everyone across the United States experiencing wildfire smoke and poor air quality, particularly throughout the Midwest and Northeast. Please stay safe, monitor local alerts, and follow guidance from emergency and public health officials.

This Is My Why: Bryan Ponce

How did you become an interpreter?

I never actively pursued interpreting—it was more of an "in-the-moment" job I needed. But I'm so glad I did because this experience has been nothing short of amazing!

What do you enjoy most about interpreting?

I love bridging the gap between two people who otherwise would not be able to communicate.

What is your "why"?

The people counting on me—from my girlfriend and our boy to the LEP and client who need help communicating.

What is one call that made you feel proud?

During an auto insurance call, the LEP gave a very long rendition and offered to repeat it in shorter segments. I assured him I had captured everything and interpreted the complete message accurately. At the end, he shared that he understood English but had difficulty speaking it. He said he was impressed by my ability to retain large segments and ensure his concerns were heard. That meant a lot to me.

What has been your greatest challenge?

Overcoming the fear of not being good enough. At first, I doubted my abilities, but I have shaken that feeling off and am now confident in what I can do!

What advice would you give other interpreters?

Ask for clarification when needed. If you have any doubts, it is better to be completely sure of the message before interpreting it. Be confident in your training and what your coaches have taught you—you are good enough!

Getting to Know Bryan

What are your hobbies?

Watching movies and TV shows, gaming, and exercising.

Tell us something about your family.

I have a beautiful two-year-old boy who is almost three.

What is something you love?

Music—it makes everything better.

What is a fun fact about you?

I can solve a Rubik's Cube with one hand!

BANK OF AMERICA CALL MONITORING DISCLOSURE



“This call may be monitored and recorded.”



Both words are required: monitored + recorded.



Do not omit “and” when the disclosure says: monitored, recorded, and analyzed.



Take notes—the opening segment may contain several parts.



It is okay to politely ask for repetition.

Argentina vs. Spain: A Spanish-Speaking Final

The World Cup final brings Argentina and Spain together in a match connecting two continents through a shared language and love of fútbol. No matter which team you support, it's sure to be unforgettable.

El Fútbol Speaks Our Language: A Historic Final

After defeating England 2–1 in the semifinal, Argentina will face Spain in the FIFA World Cup Final on Sunday, July 19, at New York New Jersey Stadium. It will be only the second final between two Spanish-speaking nations, following Uruguay vs. Argentina in 1930. FIFA

More than a championship match, this is a celebration of the language, culture, and passion for fútbol shared across continents. Whether supporting Argentina or Spain, Hispanic communities worldwide can celebrate seeing two Spanish-speaking nations on soccer's biggest stage.

**El fútbol habla nuestro idioma.
¡Que gane el mejor!**



VS



SAME MATCH. DIFFERENT ENERGY.

ENGLISH

An exciting
final between
two great teams.

ESPAÑOL

“¡QUÉ PARTIDAZO!
¡ARGENTINA Y
ESPAÑA HACEN
HISTORIA!”