



To whom it may concern,

I work with the Charlotte-Mecklenburg Police Department (CMPD) as a Police Detective in the Crimes Against Children Unit. I have had the honor of working with Melissa Lopez as a Spanish Interpreter during this unprecedented time of COVID-19. My job is to investigate juvenile sexual assaults and child abuse allegations. Melissa has interpreted numerous Spanish interviews alongside me in 2020. As a detective in the Special Victims Division it is of upmost importance that the oral translation is accurate for not only clarity and understanding but also for prosecution and court purposes.

Melissa stands out as being an exceptional Spanish Interpreter. She is prompt in her response to accepting the requested job, she is on-time to the appointments and is always professional in keeping sensitive information confidential. I have been impressed by her ability to effectively interpret, even under the most uncomfortable and difficult conversations, with suspects, victims, and witnesses regarding child sexual assault and child physical abuse. It is rare to find an interpreter who can overcome the content of the conversation, let alone exhibit the proper emotions needed in an interview.

Peers in my unit would often tell me how terrific Melissa was at her job for numerous reasons. It was not until I began working with her that I understood. She does more than just translate, she portrays the emotion of the detective. When interviewing, body language (non-verbal communication) is of utmost importance. If the detective adjusts their posture, volume or tone, Melissa would do the same. She accurately reflects the emotions of both the detective and interviewee. Melissa exhibits all the qualities that I as a detective look for in a good Interpreter. There are not many people that I would request by name, but Melissa is one. She has been an invaluable asset to our unit.

I would describe Melissa as a confident, dedicated, and passionate person with a great personality in connecting with others. She is enthusiastic and has always has a good attitude. It is evident she interprets because she wants to make a difference and bridge the communication gap and cultural barriers.

I highly recommend Melissa Lopez as a Spanish Interpreter and am confident she will be an invaluable addition to any organization. Please feel free to call me at 704-336-2618 if you would have any questions or would like for me to elaborate.

Sincerely,

Detective Jessica Hall
Charlotte-Mecklenburg Police Department
Crimes Against Children Unit
Special Victims Division

Building Partnerships To Prevent The Next Crime.

Police Department • 601 East Trade Street • Charlotte, N.C. 28202-2940