

Viviana McKenney

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Summary

Registered psychological assistant looking for opportunities to obtain predoctoral supervised professional hours for licensure as a clinical psychologist.

Professional Experience

California Women's Therapy

January 2023 – Present

Registered Psychological Associate

- Provide psychoeducation to clients.
- Conduct initial screenings to determine suitability for teletherapy.
- Complete initial assessments, diagnoses, and treatment plans.
- Provide individual psychotherapy to adults and adolescents via telehealth.
- Attend group and individual supervision.
- Participate in professional development trainings.

Kaiser Permanente, Oakland, CA (Remote)

January 2022 – Present

Communications Consultant III, Health Engagement Consulting

- Consult, develop, manage, and translate digital bilingual patient-facing health content for TPMG. This includes My Doctor Online, print materials, mobile apps, KP Health Connect, SharePoint, and kp.org.
- Partner with clinical leaders, TTG, and other departments to deliver quality products.
- Perform content strategy, qualitative research, consulting, project management, writing, editing, translation, localization, and production.
- Incorporate culturally responsive care guidelines to all writing, strategy, and translation work.
- Prepare content for clinical review and edit for clinicians.

Kaiser Permanente, Oakland, CA

September 2020 – January 2022

Communications Specialist, Health Engagement Consulting

- Created taxonomy, QA, and prepared digital content for publishing.
- Assessed and tested staff for Spanish language proficiency.
- Reviewed existing articles, metadata, and images to maintain/update content.
- Created closed captioning and video transcripts maintaining ADA compliance.
- Wrote and edited video scripts, interview questionnaires, and conducted patient interviews (Spanish) for UX research.
- Wrote and managed tweets in physician's twitter account.

Kaiser Permanente, Oakland, CA

November 2013 – September 2020

Bilingual Content Producer, Culturally Responsive Care

- Wrote and localized content over 200 culturally responsive health infographic stories and 60 video scripts for bilingual health website. Process required collaboration with physicians, graphic designers, and project managers, as well as individual research.
- Helped manage the remediation of 150 tip sheets to comply with Medi-Cal literacy requirements. This was done in preparation for the fall 2020 audits by the Department of Health Care Services and our Medi-Cal plan partners.
- Rewrote over 2000 titles, rollover text, and captions for health articles using SDL Tridion to complete metadata project for website.

- Unified and revamped existing glossaries with over 1000 terms and phrases to ensure the translations received by our members accurately convey the intended message in a way that is consistent, friendly, and easy to understand.

Herbalife, Torrance, CA
Bilingual Copywriter/Editor/Translator

June 2013 – November 2013

- Created Spanish and English content for flyers, social media, emails, member biographies, and interview questionnaires.
- Interviewed clients, transcribed, and translated responses.
- Edited and translated creative materials, reviewing consistency, accuracy, and clarity.

Volunteer Experience

Dr. Nora Taylor, PsyD

August 2022 – November 2022

- Organize patient files.
- Conduct outreach, write job postings.
- Participate in various therapeutic training modalities (CBT, DBT, EMDR).

L.A. County Probation Department, Sylmar
Youth Counselor

September 2005 – September 2006

- Provided mental health counseling to juveniles from the ages of 12-17.
- Provided life coaching and general coping skills.
- Tutored in Spanish and general education.

Education

2022 – 2025 PsyD, California Southern University, Costa Mesa, CA

2017– 2020 MA, Legal and Forensic Psychology, University of California, Irvine

2009 – 2010 Certificate in Medical/Legal Interpretation/Translation, Spanish, University of California, Los Angeles

2004 – 2006 BA, Sociology/Criminology, California State University, Northridge

Additional Education

2021 Spanish Medical Interpreting, Cross-Cultural Communications

2020 Addiction Treatment: Clinical Skills for Healthcare Providers, Yale (Coursera)

2020 Spanish for Successful Communication in Healthcare Settings, Rice (Coursera)

2020 Psychological First Aid, Johns Hopkins University (Coursera)

Certifications

2021 CHI™

2010 Translator/Interpreter, UCLA

2014 RYT-200

