

## IZABEL SOUZA AROCHA, M.Ed.

3306 Thompson Drive - Bedford, MA 01730 - 781 275 5127 home - 781 801 6898 cell - [iarocha@challiance.org](mailto:iarocha@challiance.org)

### OBJECTIVE

---

Seasoned professional is looking for a challenging educational position in an academic organization.

### CORE COMPETENCIES

---

- Senior educational professional with extensive background in curriculum and program development
- Excellent communicator with solid people skills who builds long lasting partnerships
- Strong Interpreting and Translation Skills (Spanish <>English, Portuguese <>English, French > English).
- Strong leader and visionary who excels in motivating others to professional development opportunities
- Marketing Expert: experience in branding, marketing, naming services, and press release writing
- Diplomatic skills and cultural humility
- Grant-writing and project management
- Fluent in Spanish and Portuguese, and speak French well

### ADJUNCT FACULTY EXPERIENCE

---

#### ***Faculty - Medical and Legal Interpreter Certificate Program***

##### **Boston University, Center for Professional Education 2004-Present**

- Member of the faculty team which tests candidates (English <>Spanish, English <>Portuguese)
- Developed curriculum for the 48 hour introductory foundational course – now utilized by all language instructors
- Instructor for Introduction to Communication and Translation Course (English – Portuguese)
  - Communication and translation theory as foundation for processing future interpreting skills
  - Translation and critique of diverse types of texts
- Developed Boston University's Internship Program for Interpreter Program with solid partnerships with several local employers and served as Internship Coordinator for the program
- Administrator and Rater of Entrance Exams (Portuguese and Spanish)

#### ***Faculty - Medical Interpreter Certificate Program***

##### **Cambridge College 2006-2008**

- Developed curriculum for first mental health interpreting program in the country which consists of two 3-credit courses offering an Advanced Certificate of Mental Health
- Developed pre-requisites for mental health program which includes third party language fluency testing at Advance Mid (ACTFL) and a training certificate in medical or health care interpreting.
- Assisted in the selection of a second instructor for the program.
- Served as principal faculty for the Mental Health Interpreting Certificate Program and was instructor for the first course, *Mental Health Interpreting 1*.

### OTHER PROFESSIONAL EXPERIENCE

---

#### ***President***

##### **International Medical Interpreter Association, IMIA ([www.imiaweb.org](http://www.imiaweb.org)) 2006-Present**

- Lead measurable recruitment and fundraising efforts
- Develop partnerships that further the medical interpreting profession
- Lead effort leading to the launch of an independent national certification program in October 2009
- Spokesperson for organization worldwide
- Lead national advocacy movement for credentialed interpreters and language access reimbursement in national care reform (See last presentation on May 1, 2010 in Washington DC at <http://www.youtube.com/watch?v=femNsz2cAYw>)
- Lead writer of articles on medical interpreting and newsletter for the organization.

- Currently developing national minimal qualifications for medical interpreter trainers.

### ***Cultural & Linguistic Educator***

#### **Cambridge Health Alliance 2006-Present**

- Develop, select and promote diversity and cultural competency training programs for providers & staff
- Test translator team and oversee quality assurance and consistency of translations (TRADOS)
- Oversee cultural competency initiatives throughout the organization
- Oversee the Bilingual Employees Testing & Training Program
- Oversee continuing education and professional development for a team of 155 medical interpreters in 45 languages
- Lead racial and ethnic and linguistic data collection redrawing for organization.
- As a consultant to Department of Public Health, co-trainer for all Massachusetts Hospitals on data collection.
- Develop guidelines for providers on working with interpreters and when to utilize phone vs. on site services.
- Present on cultural competency at all orientations (new employees, physicians, nurses, nurse assistants, residents)
- Develop and oversee Cultural Ambassador Program

### ***Director of Organizational Development and Training***

#### **Harvard Pilgrim Institute of Linguistic and Cultural Skills 2003-2006**

- Responsible for Institute rebranding
- Cultural competency curriculum design for health care organizations
- Analyzed learning needs and partnered with subject matter experts to provide course content
- Developed train-the-trainer program, utilizing alternative delivery methodologies for varied adult learning styles
- Focus Group Facilitator (front staff, middle management, senior leadership, & patient & family councils)
- Designed assessments, role-plays, activities, as determined by needs analysis
- Conducted end-user testing and validation, as well as training evaluation tools
- Advised health organizations regarding cultural competency issues, The Joint Commission & MDPH reviews

### **Ilumina 1991-2003**

#### ***Founder and President***

- Founded Global Mind, Inc. a medical interpreting agency in 1991
- Shifted bulk of linguistic services from interpreting to translation services in 1994 (translation project management)
- Acquired an advertising & graphic design firm (Arc Design) and merged the two businesses
- Redefined the business as *ilumina*, a global branding business specialized in multicultural promotional programs
- Continuously expanded to include professional marketing services such as marketing plans, public relations, community relations, branding consulting, advertising, copyediting.
- Managed marketing efforts, direct mail, advertising campaigns, and fundraising events for clients.

### ***Linguistic & Diversity Consultant***

- Training Needs Assessment Study for Cape Cod Health Care and for New York Presbyterian Hospital & others
- Public speaker on diversity, global branding, cultural competency, and the acculturation.
- Bilingual Staff Program Training at Hebrew Rehab Medical Center
- Diversity Trainer for several hospitals and health centers

## **INTERPRETING EXPERIENCE**

### ***Professional Interpreter and Translator (sample list)*** Spanish and Portuguese

#### Medical Interpreter & Translator

- Children's Hospital
- Tufts Medical Center (lead translator for Spanish and Portuguese)
- Cambridge Health Alliance (project management)
- Brigham and Women's Hospital
- Franciscan Children's Hospital

- Legal & Court Interpreter & Translator
  - Middlesex and Suffolk County Courts
  - Federal Courthouse in Boston
  - Lawyers offices (depositions)
  - Transcriptions & translations of FBI materials
  
- Conference and Business Interpreter & Translator
  - BIOMET – Parsippany, NJ
  - PALOMAR – Boston, MA
  - INTERACT – Global Leaders Annual Meeting, Boston, MA (Interpreted for the Ex-President of Brazil, and current Senate President, Mr. José Sarney, in 2008)
  - Microsoft Systems – Hartford, CT
  - Linguistic Systems, Inc.
  - Wordsmith – Framingham, MA
  
- Other Interpreting
  - Boston Church of Christ Sunday Sermons (1988 – 2005)
  - Department of Employment and Training Hearings
  - Community Meetings for the City of Cambridge, MA

**Professional ESL Instructor (1981- 1988)**

- ESL Instructor for Ministers in Brazilian Government in Brasilia Brazil and for ESL school in Rio de Janeiro, Brazil.
- ESL Instructor, Berlitz, Caracas Venezuela.

**EDUCATION**

---

**Osaka University, 2014**

PhD Candidate, “Cultural Identity Complexities of Multicultural Individuals”

**Boston University 2002**

M.Ed. Master of Science: Education “Language Strategies Utilized by Hospitals in Massachusetts”

**Lesley University 1990**

B.S. Bachelor of Science: Management (Concentration: Marketing)

**Cambridge University 1981**

Certificate of Translation (English < > Portuguese)

**PROFESSIONAL AFFILIATIONS**

---

American Translators Association (ATA)

International Medical Interpreters Association (IMIA) President

International Standards Organization (ISO) TC US TAG 37/SC 2/CL 75 Working on ISO Community Interpreter Standard

Federation of Interpreters and Translators (FIT) Member of FIT Standards Committee

**PERSONAL INFORMATION**

---

As the daughter of a Brazilian diplomat, I was blessed to having been raised in many countries. I was born in Canberra, Australia, and then lived in Belgium, Spain, Japan, Mexico, Yugoslavia, Brazil, Venezuela, and the United States. I am the typical case of one who had an uprooted childhood and who suffers from cultural homelessness. However, my rich multicultural background has given me strong cross-cultural communication skills that have been very useful when teaching a diverse student group. I enjoy a broad, strong social repertoire because of those multiple cultural frames of reference I had as a child. I am certain I will thrive in the multicultural and international cultural environment of MIIS.

References and a List of Publications can be provided upon request.