

Relevant Professional History

Director, LOBO LANGUAGE ACCESS – Tacoma, Washington

Professional training and consultancy for legal, medical, financial, and academic language access. Continuing education and curriculum development for healthcare interpreters and medical providers. Policy Advisor to state and city administrators on language access, diversity & inclusion, and cultural competence issues. Assess and develop compliant language access plans, staff and provider orientations, programs, and services for LEP patients, clients, and families. Created curriculum and deliver instruction for a 120-hour PHI (Professional Healthcare Interpreter) training course.

Adjunct Professor, Professional Healthcare Interpreting – Highline College

As a certified Trainer of medical interpreters, I conduct a 120-hour healthcare interpreter training course twice yearly, during the Spring and Fall quarters. This training prepares bilingual students who have been assessed for language9 proficiency to sit for the national certification exams and qualifies them to begin providing service in the community.

Commissioner, at Certification Commission for Healthcare Interpreters – CCHI

Formulate requirements and provide due diligence for the standards related to continuing education and re-certification for nationally certified healthcare interpreters. Promote certification nationally, by visiting community college and university interpreter training programs and speaking at regional and national healthcare interpreter conferences.

Webinar producer - NCIHC, for the ongoing "**Home for Trainers**" continuing education series, with over forty webinars to date. "HFT" won the ProZ Community Choice Award, for "Best Training Series" in 2014 and again in 2016. See: <http://www.proz.com/community-choice-awards>

Director of Multicultural Awareness Programs & Services (MAPS) – Bromberg & Associates LLC

As Director of Multicultural Awareness Programs & Services, directed a group of content developers, and created country guides for businesspeople traveling to work or live abroad. Guides promoted cultural awareness and greater understanding of a region or limited English proficient cultural group. Developed and produced online continuing educational training modules and webinars for healthcare providers and interpreters.

National Director of Interpreter Quality & Education - InDemand Interpreting

Quality assurance for all medical interpreters at InDemand. Continuing education and distance learning for all staff with the goal of achieving national certification as healthcare interpreters. Community outreach and partnerships with local vocational/technical high schools and community colleges to offer student internships upon completion of the medical interpreter certificate program.

Supervisor and Trainer, Interpreter Services - Harborview Medical Center

Regional trauma center, teaching hospital for University of Washington. Interpreter Services Dept. with 49 interpreters providing language access services in 23 languages: in person, via telephone and via video remote interpretation. I'm an authorized medical and registered court interpreter for Portuguese and certified Trainer of medical interpreters.

Portuguese Translation & Localization - Glyph

Localization and translation (Spanish/Portuguese/English/French) for startup L10 company in WA state in Seattle office.

Spanish & Portuguese Translation Supervisor - Chadbourne & Parke LLP

Supervised four interpreter/translators (Spanish/Portuguese/English) for tobacco litigation cases handled by Chadbourne & Parke on behalf of the British American Tobacco Co. Materials included medical files, case histories, scientific research and media studies. Created database to analyze media content appearing in Latin America during the 20th century. Live simultaneous interpretation during conference calls.

Official Assistant-Latin America Securities Services – CitiGroup

Assistant to VP for Latin America within Citibank's Worldwide Securities Services Division. Supported Latin America country heads in their regional and international communications, electronic presentations and newsletters in Spanish, English and Portuguese. Translations of financial documents, government regulations and all presentations.

Portuguese Teaching Fellow – Brown University, Providence Rhode Island

Teaching Fellow for two years at Brown University, teaching an intensive, ten-hours per week introductory AP course and an intermediate undergraduate course.

Language Instructor – Portuguese, English and ESL

- Authored English/Portuguese medical phrasebook and glossary as honors thesis
- Collaborated with Rhode Island School for the Deaf and created intake evaluations and assessments that were culturally competent for Spanish and Portuguese immigrants and refugees
- Portuguese tutor at Seattle Languages School for two years
- Portuguese Instructor - SeattleCityUniversity, Seattle WA
- English Instructor in Brazil, at Direct English in São Paulo City, São Paulo, Brazil in 2005
- ESL (English as a Second Language) instructor and conversational English, Highline College 2020-2021

Medical Interpreter (Spanish & Portuguese) - Rhode Island Hospital

Medical interpreter for a regional trauma center/ teaching hospital located in Providence, RI. Created database of employee language skills for off-hour needs. Developed materials for the Primary Care Program on effective use of interpreters in the clinical setting, focusing on cross- cultural communication issues.

ADDITIONAL TRAINING

TEFL Certificate	International TEFL Academy, UK, 2020
Startalk	World Language Teacher Training Program/U.S. Dept. of Education, 2018
AVANTAdvance	Training in second language oral proficiency assessment (SOPA) to ACTFL standards, 2018
Startalk	World Language Teacher Training Program, Pacific Lutheran Univ./U.S. Dept. of Education, 2017
Startalk	World Language Teacher Training Program, Univ. of WA/U.S. Dept. of Education, 2016
Culturesmart	Certificate, Train-the-Trainer (ToT) for Medical Interpreting 2008
Bridging the Gap	Certificate program, Medical Interpreting 2005
Union County College	Certificate Program, Simultaneous & Consecutive Interpreting 2003-04 GPA 4.0

DEGREES

Brown University – M.A., Brazilian Studies 1982-84	GPA 3.8
Brown University – M.A., Bilingual Education 1980-82	GPA 3.7
Brown University – B.A., Semiotics 1975-80	GPA 3.5
Brown University – B.A., Portuguese & Brazilian Studies 1975-80	GPA 3.5

CERTIFICATIONS

CoreCHI-Performance™ #005988 March 2023
 CoreCHI - National Certification as a Healthcare Interpreter #005988, 3/2/2015, re-certified 3/3/19
 DSHS Authorized Medical Interpreter (Portuguese) #MA 1889, 7/31/07–7/31/19, re-certified 1/23/2020
 TEFL – ITA International TEFL Academy, 5/31/2020, #190-00004343-83422-20201014 Teacher Qualification UK
 CultureSmart - Certificate, Train-the-Trainer for Medical Interpreting, 8/22/2008

BOARD MEMBERSHIPS

CCHI Certification Commission for Healthcare Interpreters
 NCIHC National Council on Interpreting in Health Care (Chair, Standards & Training Committee)
 UW University of Washington Continuum College

PROFESSIONAL MEMBERSHIPS

AAITE American Association of Interpreters and Translators in Education
 AAPTI American Alliance of Professional Translators and Interpreters
 ABRATES Associação Brasileira de Tradutores e Intérpretes
 ACTFL American Council of Teachers of Foreign Languages
 AATSP American Association of Teachers of Spanish and Portuguese
 CHIA California Healthcare Interpreters Association
 IAPTI International Association of Professional Translators and Interpreters
 NAETISL National Association of Education Translators and Interpreters of Spoken Languages
 NCIHC National Council on Interpreting in Healthcare

SPECIALIZATIONS

Policy advisor for language access issues relating to Title VI and ADA federal requirements. Former clients include: WA DSHS; Seattle Children's Hospital; IACP (International Association of Chiefs of Police); Goodwill; and the Rhode Island Commission on the Deaf and Hard of Hearing.

- Medical Interpreter Training & Curriculum Development
- Interpreter and Translation Quality Assurance
- Integrating translation and interpreting services into new technologies (e.g., video remote interpreting)
- Cross-cultural communications and cultural competence enhancement
- Training & Curriculum development for:
 - Professionals and Healthcare Providers on how to partner with interpreters
 - TEFL and ESL
 - Heritage language speakers as healthcare interpreters
 - Immigrants/refugees as healthcare interpreters
- 10+ years of experience in community outreach
- 15+ years of experience in translation with a focus on patient education for LEP patients

ABOUT Eliana Lobo

Accomplished, cross-cultural academic professional with extensive experience in legal, medical, financial, and educational settings.

- Curriculum developer
 - Continuing education modules for medical interpreters and patient navigators,
 - Interpreter training for bilingual professionals / dual role staff training
 - Interpreter training for heritage language speakers who wish to become healthcare interpreters
 - New hire orientation for allied health workers on how to partner with interpreters
 - Orientation for how to create and implement meaningful and compliant language access plans
 - Quality assurance for in-person and remote staff interpreters
- Offer provider and employee training and orientation workshops on how to partner with interpreters, and best practices for provision of language access for LEP patients and their families
- Consultant for compliance with Title VI and ADA requirements according to CLAS standards
- National Commissioner for CCHI, the Certification Commission for Healthcare Interpreters 2015-2021.
- NCIHC Board member since 2018
- Adjunct Professor and Instructor of healthcare interpreters
- Trainer of Trainers for healthcare interpreting

Passionate about continuing education for interpreters, adults, and patient education. Dedicated to promoting language access for all.

Strong, culturally fine-tuned, interpersonal skills honed by a unique Pan-American background and Ivy League education. Lived and worked professionally on both the East and West coasts of the U.S., and Brazil.

Native speaker of English and Portuguese, strong Spanish, and conversational French and Italian skills.