

KAREN NGUYEN

Phone: (414) 467-1872 | Email: holzerka@gmail.com

Address: 738 Spring Dr., West Bend, WI 53905

PROFESSIONAL PROFILE

Scholar-practitioner specializing in the professional and psychological dynamics of American Sign Language interpreting. Brings over a decade of experience in community, medical, and mental health interpreting, integrating real-world practice into academic and clinical education. Committed to advancing interpreter training, promoting equity in Deaf healthcare access, and conducting interdisciplinary research on interpreter development, well-being, and professional sustainability.

EDUCATION

PhD (In Progress) Interdisciplinary – Professional and Psychological Dynamics of American Sign Language Interpreting

University of Wisconsin–Milwaukee | Expected 2028

Start Date: January 2025

M.S. in Healthcare Interpreting (MSHCI)

Rochester Institute of Technology – National Technical Institute for the Deaf | 2021

B.S. in Exceptional Education

University of Wisconsin–Milwaukee | 2011

Certificate: Interpreter Training Program

CERTIFICATIONS AND CREDENTIALS

Board for Evaluation of Interpreters (BEI) – Advanced Certification | 2016

Educational Interpreter Performance Assessment (EIPA) – Score: 4.1 | 2017

Qualified Mental Health Interpreter (QMHI) | 2018

Wisconsin Court Interpreter Test – Written Examination | 2018

Licenses:

- Wisconsin Department of Safety and Professional Services (DSPS) – Community Interpreting (2011–Present)
- Wisconsin Department of Public Instruction (DPI) – Educational Interpreting (2011–Present)

RESEARCH EXPERIENCE

Capstone Research, MSHCI Program – Rochester Institute of Technology

Topic: Sign Language Interpreter Field Attrition

Status: Publication in preparation

PROFESSIONAL EXPERIENCE

University of Wisconsin–Milwaukee – Associate Lecturer | 2020–Present

- Courses: Introduction to Medical Interpreting and Advanced Medical & Mental Health Interpreting
- Facilitate simulated medical interpreting experiences in collaboration with healthcare partners
- Mentor pre-professional interpreters in applied clinical settings

Professional Interpreting Enterprise (PIE) – Staff Interpreter | 2014–Present

- Provide community interpreting across educational, legal, and healthcare contexts
- Served as Office Coordinator (2012–2014), overseeing scheduling and quality assurance

Sorenson Communications – Video Relay Interpreter | 2015–2020

Freelance Community Interpreter | 2011–Present

- Provide ASL interpreting in community, performance, and educational settings

Children's Theater of Madison – Stage Interpreter | 2011–2022

Summerfest – Platform Interpreter | 2014–2018

PRESENTATIONS & PROFESSIONAL ACTIVITIES

2025, September. *Working with the Deaf Population in Mental Health* [Continuing Medical Education Workshop]. Co-presented with Justin Vollmer (ASL Faculty, University of Wisconsin–Madison) at the Wisconsin Psychiatric Association Annual Conference, Milwaukee, WI.

2025. *Mock Medical Simulation Collaboration with Froedtert & the Medical College of Wisconsin.* Annual onsite clinical interpreting experience for UWM students.

2020–2024. *Mock Medical Simulation Collaboration with Ascension Health.* Annual onsite clinical interpreting experience for UWM students.

- Featured in Milwaukee Journal Sentinel (2023): “Dr. Jackson Nguyen Helps Students Prepare to Interpret for Deaf Patients.”

2018, July. *Qualified Mental Health Interpreter Resource Portfolio* [Poster Presentation]. Institute of Mental Health Interpreter Training, Montgomery, AL.

2018, April. *Journey to Obtaining Certification* [Guest Lecture]. Interpreter Training Program, University of Wisconsin–Milwaukee, Milwaukee, WI.

2017, November. *Licensure Informational Session* [Co-presentation]. Wisconsin State Licensure Committee, Wisconsin RID Annual Conference, Wisconsin Dells, WI.

2017, October. *BEI—What’s It All About?* [Workshop Presentation]. Wisconsin Registry of Interpreters for the Deaf (WisRID) Annual State Conference, Appleton, WI.

2016–2021. *Understanding the Board for Evaluation of Interpreters (BEI)* [Workshop Series].

- University of Wisconsin–Milwaukee Interpreter Training Program (2017–2021)
- Professional Interpreting Enterprise (2017)
- Milwaukee Area Technical College (2016)

PROFESSIONAL AFFILIATIONS

- World Association of Sign Language Interpreters (WASLI) | 2020–Present
- National Council on Interpreting in Health Care (NCIHC) | 2019–Present
- American Deafness and Rehabilitation Association (ADARA) | 2019–Present
- Wisconsin Association of the Deaf (WAD) | 2009–Present
- Wisconsin Registry of Interpreters for the Deaf (WisRID) | 2009–Present
- Interpreting Institute for Reflection-in-Action & Supervision (IIRIS) | 2019–2021
- Registry of Interpreters for the Deaf (RID) | 2015–2021

COMMITTEES & SERVICE

- Wisconsin Interpreter Licensing Committee | 2017
- WisRID Annual Conference – Interpreter Coordinator | 2017
- Wisconsin Pre-certified Interpreter Advisory Committee | 2015–2016
- WisRID Professional Development Committee | 2015–2016