



NATASHA A. CURTIS, MA, CHI

BILINGUAL (ENGLISH<>SPANISH) & BICULTURAL PROFESSIONAL
(INTERPRETER/TRANSLATOR/TRAINER/LANGUAGE ACCESS AND CULTURAL COMPETENCE
CONSULTANT)

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CAREER SUMMARY

- ◆ Language Access Consultant (Ohio Latino Affairs Commission, Healthcare Institutions/Systems of Care)
- ◆ Language Access Services Manager at Akron Children’s Hospital
- ◆ Spanish Translator, Interpreter and Editor
- ◆ Nationally Certified Spanish Healthcare Interpreter (CHI)
- ◆ Community Health Liaison Program Coordinator (Refugee & Immigrant Populations)
- ◆ Project Blueprint 2013 (Class XII)
- ◆ Child and Family Leadership Exchange Alumna (Class XVII)
- ◆ Subject Matter Expert Consultant for National Certification of Healthcare Interpreters
- ◆ Public Speaking: Speaking engagements on topics of language access, compliance, cultural competence, and interpreting for a wide range of audiences from the Healthcare Industry, as well as Translation and Interpreting Professionals.

PROFESSIONAL MEMBERSHIPS

ATA, NCIHC, CCIO, NOTA, MACC, NAHN, TAHIT, IMIA

EXPERIENCE

1994 – Present

- ◆ **Language Access & Cultural Competence Consultant/Trainer**
- ◆ **Standardized Testing Administrator (NAEP)**
- ◆ **Freelance Translator and Editor in the Fields of Education, Healthcare, Software Localization/Testing...**
- ◆ **Medical and Court Interpreter Trainer**
- ◆ **Court Interpreting Instructor** for Kent State University
- ◆ **Health Care Interpreting Instructor** for Kent State University
- ◆ **Court Interpreter Trainer** for the Supreme Court of Ohio
- ◆ **Freelance English & Spanish Interpreter.** Medical, Court and Community Interpreting

9/2013 – 5/2014

Language Access Services Manager

Akron Children’s Hospital

- ◆ Developed the first hospital-based Language Access Program in the Akron area.
- ◆ Broadened the positive impact of qualified Medical Interpreters to serve as Patient System Guides and built a link into the Community by developing a Community Liaison Model to serve the hospital's culturally, linguistically and religiously-diverse refugee population. This model, designed to begin and end in the community, can be replicated with other underserved populations to increase efficiency, enhance the patient experience, and reduce cost while providing culturally and linguistically relevant health care services that are both safe and cost-effective.
- ◆ Built a core team of qualified/certified interpreters (Spanish, Arabic, Karen, Burmese, and Nepali) and a team of Community Liaisons to serve the Burmese, Bhutanese, Karen and Congolese communities.

8/2010 – 9/2013

Language Access Services Coordinator

Akron Children’s Hospital

Engaged community members from target populations in the continuum of care to provide feedback on process/project improvement.

- ◆ Supported the organization by serving as an Adviser on issues regarding Language Access, Compliance, Cross-Cultural Communication, Cultural Competence and the involvement of technology in the provision of care for diverse populations.
- ◆ Built community partnerships and collaborative initiatives to support patients and families beyond the four walls of the institution.

2007 - 2009

Language Development Consultant

Chipotle Mexican Grill, Inc.

- ◆ Contributed to the development of English Language Skills of mostly Spanish-speaking candidates to management. Taught business writing as well as linguistic skills required to operate restaurants efficiently and with professionalism.
- ◆ Monitored language development efforts of managers and candidates to management in 67 stores across 3 states.
- ◆ Supported Operations Teams in the identification of internal talent.
- ◆ Supported HR with people development.
- ◆ Developed a team of 15 volunteer managers who supported Language Development within their own and nearby stores, and served as an extension of my position. Developed a new mentor-mentee program that supported and accelerated upward-bound candidates.
- ◆ Created the first Language Development Team Newsletter entitled "The Voice", designed to keep teams abreast of the happenings in Language Development nationally. This communication tool was adopted by Language Development Teams across the country as a means of motivating staff to pursue higher positions (management), which, in turn, supported the company's goal and mission to promote from within.
- ◆ Served as a translator for the corporate headquarters including CEO messages.
- ◆ Served as an interpreter during HR investigations.

2002 - 2007

Spanish Instructor

Kent State University | University of Akron | Maysville Community College

TRAINING EXPERIENCE

- ◆ Developed and facilitated **learning experiences** in the topics of **language access, cultural competence, and patient experience** for healthcare audiences including physicians, nurses, medical students, medical assistants, patient service representatives, seasoned and aspiring healthcare interpreters, hospital administrators, managers...
- ◆ Developed curriculum, materials and delivered training on Court and Community Interpreting for the following training events:
 - Fundamentals of Court Interpreting. KSU – Fall 2007
 - Fundamentals of Health Care Interpreting. KSU – Fall 2006.
 - Court Interpreter Ethics, Supreme Court of Ohio - December 16, 2005
 - Legal Terminology and Court Procedure, Supreme Court of Ohio - July 22, 2005 & June 10, 2005.
 - Communicating Effectively with Migrant Workers, Hartville Migrant Clinic (a project of KSUs College of Nursing) - May 28 & June 18, 2005.

- ◆ Invited to present at the panel discussion entitled Domestic Violence and Older Women: A Multi-Cultural Perspective at the Summit County Elderly Abuse Prevention Colloquium (Akron, OH) - November 15, 2002.

EDUCATION

KSU – **PhD Student**
Ohio, U.S.A.
Major: T&I Studies
Current GPA: 4.0

Kent State University (KSU) -
MA
Ohio, U.S.A.
Major: Translation
Concentration: Forensic
Science
GPA: 4.0

El Salvador University - **BA**
Buenos Aires, Argentina 1994
Major: English & Spanish Translations &
Interpretations
Concentration: Scientific and Literary Translations
GPA: 3.5

CAREER RELATED TRAINING

- ◆ Various seminars on **localization, social media marketing, language access, and leadership** – 2008-2015
- ◆ Doctoral coursework in Translation and Interpreting Studies at KSU
- ◆ **Advanced Ethics for Court Interpreters**. Supreme Court of Ohio – June 9, 2007.
- ◆ **Domestic Violence for Interpreters**. Supreme Court of Ohio-OH Domestic Violence Network - March 23-24, 2007.
- ◆ **Advanced Skills for Court Interpreters**. Supreme Court of Ohio - January 12-13, 2007.
- ◆ **The Language of Forensic Science & Hostage Negotiations** - Supreme Court of Ohio. September 2006.
- ◆ **Interpreter Skill-Building** Workshop. Supreme Court of Ohio (by Holly Mikkelson and Alee Alger-Robbins). October 31-November 1, 2005 Train the Trainer. Faculty Development. Supreme Court of Ohio - April 26-27, 2005.
- ◆ Supreme Court of Ohio Interpreter Training. Workshop for **Court Interpreters** - October 29th, 2004.
- ◆ **Court and Language Nexus**. An intensive 36-hour course for Advanced Court Interpreters, April 24th-June 24th, 2004.
- ◆ **Trados Suite** Workshop. Kent State University - January 10-11, 2004.
- ◆ **Interpreter Skill-Building** Workshop - KSU, June 7-8, 2003.
- ◆ **Interpreters and their Impact on the Criminal Justice System**. Sheriffs Academy. Summit County, March 20, 2003.
- ◆ Completed the Cross Cultural Health Care Program (CCHCP) **Bridging the Gap**, A Basic Training for Medical Interpreters. International Institute of Akron - June 10 through 14, 2002.

COMMUNITY INVOLVEMENT

- ◆ Member of the Languages of Lesser Diffusion Workgroup (National Council on Interpreting in Health Care)
- ◆ Volunteer at Faithful Servants Care Center (a free clinic for the uninsured)
- ◆ Member of the Summit County Collaborative Against Human Trafficking
- ◆ Member of the Summit County Refugee Health Task Force (former Chair of the Interpreter Services Committee)
- ◆ Collaborative Member of the Beryl Institute for Patient Experience

SOFTWARE

PC/Mac
Access
Office
SDL Trados Studio 2014
Project Management Software
Mobile Devices/Applications

PUBLICATIONS

Welcome to the World of Forensic Linguistics. September 2007
It could happen to you! 09/06.
Language Assistance for Law Enforcement. NAJIT position paper. 05/06.
Looking for Answers within: an introspective look at professionalism of translators and interpreters. 05/05.