

MAISA HADDAD, MA CHI™

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CCHI Certified Healthcare Interpreter™; Arabic Translator, native speaker with solid experience, strong English skills and advanced education. Experienced in instruction, translation, interpretation.

SUMMARY OF QUALIFICATIONS

- Effectively able to communicate complicated concepts in an understandable manner, matching the message to the audience.
- Master's degree in Translation; English into Arabic and Arabic into English.
- CCHI Certified Healthcare Interpreter certification
- Maximize resources to achieve customer satisfaction and increased productivity, meet deadlines and goals.
- Implement and coordinate both strategic and tactical plans to enhance performance.
- Adept and experienced in problem solving and providing solutions.
- Persuasive, with ability to communicate effectively with culturally diverse audience.
- Public speaking and executive management briefing experience.
- Computer skills include MS Office Suite, Allscript, Groupwise, Internet.

PROFESSIONAL EXPERIENCE

MEDICAL INTERPRETER AND TRANSLATOR February 2010 – Present
OAKWOOD HOSPITAL AND MEDICAL CENTER Dearborn, MI

- Perform consecutive, simultaneous and sight interpretation of medical encounters between patients and health care providers. Translate medical documents. Translation projects lead. Bilingual staff qualification, testing and training.

OFFICE VOLUNTEER October 2009 – February 2011
BEAUMONT HOSPICE Troy, MI

- Prepared information, hospital, nursing home and home admission packets, filing, inventory, mail, computer work, and other office operations.

CONTRACT TRANSLATOR November 2009 – December 2009
WAYNE STATE UNIVERSITY MI

- Provided English Arabic translation.

TRANSLATOR FREELANCE October 2009 – Present
SELF-EMPLOYED Troy, MI

- Translated documents, studies, reports, articles, books, manuals on various topics from Arabic into English and from English into Arabic

ENGLISH LANGUAGE INSTRUCTOR/TRANSLATOR November 1999 – June 2008
AL-BALQA APPLIED UNIVERSITY/SALT COLLEGE Amman, Jordan

- Taught courses, translated educational material, correspondence, reports and official documents, interpreted at meetings.

INSTRUCTOR OF ENGLISH 2005 –2006
UNIVERSITY OF JORDAN Amman, Jordan

- Taught translation courses.

INSTRUCTIONAL DESIGNER 2004 –2006
PROGRAM DEVELOPMENT UNIT BALQA APPLIED UNIVERSITY Amman, Jordan

- Trained colleges on how to design outcome-based curricula, build tests and conduct assessment, conducted seminars on topics and set up academic plans and curricula.

TEACHER OF ENGLISH, TRANSLATOR, TRAINER GLOBE PROGRAM 1993 –1999
PIONEER CENTER FOR GIFTED STUDENTS Jordan

- Translated educational and official documents from and into Arabic and English, performed simultaneous translation in meetings and interviews. Taught Communicative English language to gifted students based on enrichment activities and extra-curricular activities. Trained students on the GLOBE program activities and environmental activities and issues in cooperation with the Friends of Environment Society.

TEACHER OF ENGLISH 1991 –1993
MINISTRY OF EDUCATION Jordan

- Taught English to secondary students.

EDUCATION AND TRAINING

MASTER OF ARTS

UNIVERSITY OF JORDAN Amman, Jordan
Major in Translation; English into Arabic and Arabic into English

BACHELOR OF ARTS

UNIVERSITY OF JORDAN Amman, Jordan
Major in English Literature and Language; minor in Public Administration;

Professional Development

- How to Become a More Competent Medical Interpreter, April 20, 2013 MiTin, Michigan
- Consecutive Interpreting Techniques for Medical Interpreters, April 4, 2013 - Interpreter Education Online
- Evidence Based Practice conference - First Place Poster Winner, Oakwood Healthcare System
- The Digestive System for Medical Interpreters, November 12, 2012- Interpreter Education Online
- Consecutive and Simultaneous Interpreting, April 14, 2012, MiTin, Novi, Michigan.
- CCHI CHI™ (CERTIFIED HEALTHCARE INTERPRETER™) certification, March, 10, 2012.
- 2011 International Medical Interpreters Association Conference, Sep 20 – Oct 2, 2011, Boston, Massachusetts.
- Unconscious Bias: Breaking Down Barriers through Awareness/Michigan Diversity Council/ September 13, 2011
- Shhh...Don't Say That! Ethical Dilemmas for Interpreters in Health Care/ATA/ August 31, 2011
- Forensic Interpreting/ MiTin / June 25, 2011 (Webinar)
- Medical terminology course, 25 hours of credit/ Culture Advantage , 2011
- Cultural Competency: The Building Blocks/ Culture Advantage/ April 19, 2011
- Bridging the Gap Medical Interpreter training/ Interpretive Services. University of Michigan Health System, Ann Arbor, Michigan- April 1st- 29/2010 (40 hours)
- Course Exam development / Al – Balqa Applied University in co- operation with Camuson College (7 hours), May 30, 2005
- A training workshop on Outcome – Based Education and program design and development/ Canada / Oct, 2004
- Program Design in Outcome Based Education / Al Balq Applied University in Cooperation with The Sustaining and Extending Technical and Vocational Training Project (SETVET), March 28 to April 1, 2004 (20 HOURS)
- Workshop on " Global Perspectives on Educational Excellence" / The Jubilee School / Amman / October 22- 25, 1994
- Education Development program/ English language/ The Ministry of Education/ for one year (1993)
- A training program for teachers of pioneer centres / Ministry of Education / Amman/ Sep. 22 – Oct. 3, 1993
- GLOBE workshop + Internet / Friends of the Environment Society / Amman / August, 1-5, 1997
- Delivering a presentation on (program design and development / The validation process/ writing course outlines) / Canada / Prince Albert Campus / October, 2004.
- Field training on Translation and Journalism / Star Newspaper / Amman / Three months / 1990
- Advanced computer course / Al- Balqa Applied University / Salt / 30 training hours / April 7 – May 26

AFFILIATIONS

- American Translators Association (ATA) Michigan Translators/Interpreters Network (MiTin)
- International Medical Interpreter Association (IMIA) National Council on Interpreting in Healthcare
- Michigan Diversity Council Medical Terminology Committee / IMIA