

Zachary John Lorang

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Education

University of Minnesota
Masters of Arts in Linguistics

Minneapolis, Minnesota
September 2019 - Present

Beloit College
Bachelor of Arts in History

Beloit, Wisconsin
May 2011

Minors: Russian Studies, Asian Studies
Honors: Departmental Honors, Dean's List

Certifications

Teaching English as a Foreign Language (TEFL) Certificate: Moscow, Russia (June 2012)
The Community Interpreter: 40-hr. Interpreter training course Minneapolis, MN (October 2014)
Oral Proficiency Interview: English: Superior, Russian: Advanced-High (June 2018)
Core CHI: Certification Commission for Healthcare Interpreters (April 2015)
NBCMI Certification for Medical Interpreters (January 2020)

Employment History

North Memorial Health
Manager, Interpreter Services Department

December 2017 - August 2019
Robbinsdale, Minnesota

- Managed department's budget, and successfully reined in a pattern of excessive spending to cut expenses in half without detriment to quality.
- Advocated for representation within North's infrastructure for all language/cultural groups within the community we served.
- Updated and implemented a new Language Services policy for the entire organization.
- Conducted interviews, hiring and orientations - tripled size of the department from six interpreters to seventeen interpreters, two leads, and a full-time scheduler.
- Managed interns and student staff.
- Handled all timecard approval, time off requests, and performance reviews for the department.
- Verified, coded and approved invoices for department expenses.
- Used Russian and Spanish during performance reviews, interviews, and meetings.
- Facilitated the expansion of the Interpreter Services Department's responsibilities to include scheduling and overseeing the provision of interpreters and language services to all North Memorial locations in the Twin Cities Metro area.
- Manage teams of interpreters for multiple languages. Successfully balance fluctuating inpatient population with staffing limitations and unpredictable Emergency Room/Labor-and-Delivery interpreter requests.

North Memorial Health
Lead Interpreter, Interpreter Services Department

January 2015 – December 2017
Robbinsdale, Minnesota

Russian Interpreter - Bilingual

- Helped establish the Interpreter Services Department at North Memorial Health
- Assured consistency in all departmental messages via numerous digital platforms.
- Assessed customer language needs and held interpreter agencies accountable for punctuality, professionalism, and adherence to the Interpreter Code of Ethics.
- Conducted biweekly New Hire Orientation for all North Memorial new hires.
- Arranged schedules, helped establish policies, designed aptitude tests and conducted interviews for numerous positions within the Interpreter Services Department.

ARCH Language, Garden & Associates, Itasca Corporation

October 2013-January 2015

Russian Interpreter- Bilingual

Minneapolis, Minnesota

- Negotiated cultural and linguistic barriers in working with clients from each of the former Soviet republics
- Coordinated translation/interpretation projects with other freelancers using a variety of social media tools.
- Interpreted for clients in a variety of situations including medical and social-work appointments
- Acquired specialized vocabulary in a broad range of subjects

First Linguistic Company; Blah-Blah Club

August 2012-August 2013

English Teacher

Krasnodar, Russia

- Designed comprehensive lesson plans for students of all levels (including children).
- Designed and taught new courses and modified pre-existing course structures.
- Assisted students in preparing English-language material for a variety of academic and business purposes
 - Altered existing courses to provide an accelerated pace for beginner-level students
 - Developed promotional campaigns for the school using a wide array of social media and direct marketing resources. Coordinated classes for students across Russia.

Language Link

August 2011-August 2012

English Teacher

Moscow, Russia

- Engaged students of varying ages and abilities in the English language through activities designed for maximum interaction in large and small groups
- Assessed students' language ability and assisted with their placement in appropriate classes.
- Helped to develop promotional campaigns for the school using a large array of social media and direct marketing resources. Coordinated classes for students across Moscow.

References available upon request