

Fremont, CA | glensha@gmail.com | 510-770-4728

CHI-certified interpreter and licensed interpreter trainer with decades of US & Asia Pacific experience in two-way interpretation and language teaching in multiple industries.

Professional Experience

Co-Founder and Interpreter Trainer

Arenatiz Multilingual Consulting – Fremont, CA

Octobers 2016 to Present

- **San Francisco Public Works** – Library Renovation and Arts Commission public meeting.
- **Various Medical Professionals** – Worker’s Comp and QME appointments.
- **Major League Baseball** – 2 day new player and parents orientation on healthy relationships to financial responsibility.
- **San Francisco City Hall** – Simultaneous interpretation of public hearings on various matters.
- **City of Sunnyvale** – interpreter for presentation on SB 1383 California’s new law that requires all businesses, schools, and residents to properly sort recyclables and organic waste.
- **City of Oakland** – localization of [Oakland Alameda Access Project website](#).
- **City of Oakland** – online simultaneous interpretation for Community Resources presentation.
- **OnLok PACE** – medical interpretation for participants and providers at hospitals, medical clinics, and specialist visits, on a daily basis for the past 2 years.
- **California Domestic Workers Coalition** – interpretation for 3 Day leadership training.
- **Zuckerberg San Francisco General Hospital** – Translate and proofread vaccination records and medical test reports.
- **San Mateo County** – translate and proofread Healthworx HMO W2 Cobra Notice.
- **Various school districts** – interpretation for special education, English Language Development teachers, administrators, students and parents.
- **Old Republic Title** – proofread and final edit of [Homeowner Education](#) into Chinese.
- **Bay Area Rapid Transit (BART)** –interpreter for station agents, transit employees and riders.
- **Valley Transit Authority (VTA)** – new station and transit service roll-out interpreter.
- **Tri-Valley Orthopedic Specialists** – medical interpreter for orthopedic surgeons.
- **Fremont Fire Department CERT** – translated, developed, and presented emergency preparedness training in Chinese.
- **National Chiao Tung University** – edit and proofread Electronics Engineering Ph.D. dissertation on Radio Frequency Semiconductor Design.
- **Dharma Drum Mountain Bay Area** – simultaneous interpretation of lectures and meditation classes. Translate and final edit of articles and posts for website and social media pages.

Interpretation experiences under oath

- Interpreter and poll worker at all elections for the city of Fremont since 2018.
- Bilingual 2020 Census Field Supervisor of team of 60+ enumerators.

- Interpreter for Social Security benefit applicants.
- DHV/CAL-MAT (Alameda county) interpreter at COVID-19 vaccination sites since 2020.
- CERT bilingual instructor for the city of Fremont, CA since 2018.

Business Advisor

[East Bay Small Business Development Center](#) - Hayward, CA
Mar 2023 to Present

Principal

East Bay Chinese School - Berkeley, CA
Jan 2020 to August 2022

- Successfully migrated the entire school to an online format within two weeks of the Shelter-in-place mandate. From teacher training on the use of various technology platforms to delivering the contents online via Zoom and Google Classroom, to hosting board meetings and conducting graduation commencement online.
- Develop evaluation standards to observe and provide teachers and staff feedback for growth and improvement.
- Plan and monitor curriculum for year-round, summer, and winter camps/programs.
- Recruit, retain, and develop teachers and support staff.
- Develop, promote, and maintain a positive image of the school via social media networks.

Co-Founder and Lead Instructor

SF Language Academy - Taipei, Taiwan
January 2011 to Present

- Created an English immersion environment for students in Taiwan, enabling them to become fluent English speakers.
- Supervised and managed a staff of 12 direct reports in multiple locations.
- Lead instructor of business English program.
- Developed curriculum and taught the “English for Professionals” series of courses.
- Established the translation and interpretation division.

Founder/Broker of Record

Integrus Investment Group Inc - Fremont, CA
March 2006 to December 2010

Business Development Manager

Storcard Inc - San Jose, CA
March 2005 to December 2005

Marketing and Business Development Manager

Alfaplus Semiconductor - Hsinchu, Taiwan
February 2002 to January 2005

Product Manager

Hyperion Solutions - Foster City, CA

March 2001 to November 2001

Series 7 Licensed Register Rep/Project Manager

Charles Schwab - San Francisco, CA

July 1998 to Feb 2001

License & Certifications

CCHI Certified Healthcare Interpreter (Mandarin)

Licensed Interpreter Trainer

TESOL - Teach English as Second Language

California Department of Real Estate Broker's License

Technology & Tools

Very familiar with simultaneous interpretation equipment and wireless transmitter technology.

CAT – SmartCAT, MateCat, OmegaT, DeepL, Memsources.

AI tools – ChatGPT, Google Bard, DALL-E (Microsoft Creator)

Website Development/Design – Elementor, Canva, Wordpress, HTML/CSS, Mobirise.

Microsoft Office, Google Suite, Zoho CRM, Salesforce, LibreOffice, Adobe Acrobat, Photoshop.

Ability to set up, maintain and troubleshoot secure computer networks (ethernet & wireless)

Education

Marketing, MBA

California State University-East Bay - Hayward, CA

Computer Science, Bachelors

State University of New York at Buffalo, Buffalo, NY

Language Interpretation and Translation Certificate

CHI Certified Healthcare Interpreter – Mandarin

National Chengchi University (台灣政大) – Taipei, Taiwan

Volunteer & Pro Bono Experience

Translators without Borders - translation reviewer & editor.

CERT Instructor - Community Emergency Response Team instructor (English & Chinese).

Red Cross Transportation Specialist - Transport life-saving blood products to local hospitals using a Red Cross van. CPR, First Aid & AED Certified.

Lead instructor for FDIC's Money Smart financial education program for the city of Fremont. (English & Chinese).

Committee Chairperson – English Learner Advisory Committee for Fremont Unified School District's 43 schools and 35k students.

Vaccination Support and interpreter – Assist with COVID-19 vaccine efforts in Alameda County.