GHADA M. GOODWIN

ARABIC LINGUIST

20 Otsego rd, Worcester, ma 01609

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# Professional Profile

* High performing, results driven individual with an outstanding record of delivering highly quality results
* Strong self-starter with the ability to work independently, multitask, and self-manage time and priorities
* Ability to establish working relationships at all organizational levels
* Outstanding level of professionalism, and leadership in providing support, including ability to exercise good judgement, discretion, tact, and diplomacy
* Articulate and strong communication skills with the ability to conceive efficient solutions
* Ability to adapt to changes in procedures and assignments
* Sound business ethics, including the protection of proprietary and confidential information
* Possess a strong work ethic, leadership, management, and track record of success in delivering excellent service and developing long-lasting relationships based on a foundation of trust, integrity, and outstanding performance.
* Administrative Skills ◾ Customer Service◾ Adaptable◾ Time Management ◾ Work Ethic ◾ Good Listener
* Learn Quickly ◾ Follow Instructions ◾ Microsoft Office ◾ Ethics & Integrity ◾ Communicator

**Areas of Expertise**

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| * Microsoft Office * Problem Solving * SharePoint * Office Administration | * Productivity, Efficiency and Process Improvement * Problem Analysis/Resolution * Decision Making | * Operations Optimization * Documentation Management * Data Analysis and Reporting |

# Education

Master In Translation (In Progress)

Bachelor’s degree – General Studies

Associate degree (English Literature) Queen Alia College, Khalda, Jordan

Associate degree (Behavioral Therapy) Marj Al-Hammam Institute, Amman, Jordan

Passed DLPT Test

Meet ILR (Interagency Language Roundtable) Scores, with Professional score.

# Professional Experience

**Freelance interpreter/Translator, Jordan 2001 -Present**

* Translate all types of documents from English to Arabic and vice- versa.
* Translate Review/edit documents before routing for signature
* Maintain hard/electronic procurement files and ensure all documents meet requirements
* Follow up with involved parties.
* Interpret all types of different settings, Doctor Visits, hospitals, courts, school’s meetings, Department of children and families' home visits and investigations, housing, department of transitional assistance, DIA, Police Departments and Jailhouse of Correction.
* Perform clerical tasks related to report preparation, developing spreadsheets, and meeting preparation
* Familiar with Housing, Department of Transitional Assistance, and Department of children and families’ regulations.

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| **Consultant, Worcester public Schools DISTRICT,** | **April 2016– Present** |

* Attend and interpret all types of different meetings, 504, IEP, Advisory, Evaluations and Assessments …etc.
* Translate documents, report cards, Medical and social reports.
* Attend Conferences
* Make conference calls between more than two parties in case of emergencies.

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| **English Arabic interpreter** | **January 2006 –January 2016** |

* Facilitated multi-party communication (written, oral, and sign language) for the hospitals, courtrooms, prisons, and legal settings.
* Language conversion of written materials (books, publications, brochures, and web pages)

**FAMILY SUPPORT WORKER, CENTRO LAS AMERICA, November 2014- August 2015**

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* Provided social services and assistance to improve the social and psychological functioning of children and their families and to maximize the family well-being and the academic functioning of children.
* Analyzed individual needs and drafted care plans that are unique and beneficial to each situation
* Enter and maintain data in the systems, maintain accurate records; identify problems and to propose feasible solutions. Ability to develop and conduct training programs for coworkers
* Working independently most cases, have exceptional organizational skills and the ability to work well under pressure and to meet deadlines. Excellent interpersonal skills and work professionally with people at any levels, demonstrated ability to prepare reports and progressive plans.

#### English-Arabic Interpreter, [Transparent Language](https://www.linkedin.com/company/29836?trk=prof-exp-company-name)**,** Nashua, NH August 2010 to 2012

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##### Proofreading and studio recording of Arabic software materials

##### Editing

#### [Behavioral Therapist](https://www.linkedin.com/search?search=&title=Behavior+Therapist&sortCriteria=R&keepFacets=true&currentTitle=CP&trk=prof-exp-title), International Schools, June, 1997 to July, 2000

##### Served as a member of a healthcare team involved in observation, evaluation, counseling, and treatment of patients with various conditions including depression, addictions, mood disorders, anxiety, and phobias.

##### Assisted by substance abuse centers and counseling groups to help addicts develop alternatives and facilitated counseling for healthy interactions in troubled marriages.

##### -[Health Admin](https://www.linkedin.com/search?search=&title=Health+Admin&sortCriteria=R&keepFacets=true&currentTitle=CP&trk=prof-exp-title)istrator, Islamic Hospital, Amman-Jordan April, 1996 to August,

* Provided general office administrative and research support, including word processing, document preparation/management, and file maintenance as required
* Participated in providing references and research services through regular duty by responding to requests using the full range of available resources
* Assisted in the planning, scheduling, organizing, and execution of meetings, events and conferences
* Retrieved, sorted, and distributed incoming mail, newspapers, faxes, and other publications/documents
* Supported staff from other departments in assigned project-based work
* Implemented customer care strategies that led to e-mail forwarding efficiency
* Managed and maintained calendars using Microsoft Outlook
* Maintained confidential files and records

# Languages

* **English** Fluent speaking, writing, and reading
* **Arabic** Fluent speaking, writing, and reading (All Dialects)
* **French** Basic conversational

# CERTIFICATIONS

* Health Care Administration (1996) – Amman -Jordan
* American Red Cross CPR/AED
* American Red Cross First Aid
* Cognitive Behavior Therapy Certificate
* Nurturing Parent Program Certificate
* Legal Interpreter/Translator Certification
* Medical Interpreter/Translator Certification

# VOLUNTEER EXPERIENCES

##### [Why me & Sherry's House](https://www.linkedin.com/search?search=&company=Why+me+%26+sherrys+house&sortCriteria=R&keepFacets=true&trk=prof-vol_exp-org_name" \o "Find others who have worked at this company)

#### 365Z Foundation

#### Autism Awareness and Acceptance

* Day Break
* District Attorney Office

# PLACES USED MY SERVICES

* Umass Emergency Room (University Campus)
* Umass Hospital (University Campus)
* Umass Memorial
* Taunton State Hospital
* Lahey Hospital & Medical Center
* Child Health associates
* Summit Elder Care
* Department of Children & Families (Different States and Cities)
* Department of Transitional Assistance (Different States and Cities)
* Housing Authorities (Different States and Cities)
* Lowell Police Department
* Worcester Police Department
* Worcester District Court
* Department of industrial Accidents (DIA Court). (Different States and Cities)
* Children's Hospital (Spine Department)
* St. Vincent Hospital

# REFERENCES

* Claire Despres

Works at Catholic Charities

Phone Number: 774-239-5205

E-Mail: [cdespres@worcester.edu](mailto:cdespres@worcester.edu)

* Theresa Benincasa

Works at Worcester public District

Phone Number: 508-799-3415

E-Mail: BenincasaT@worc.k12.ma.us

* Brad Bryan, PhD

Work at Texas Tech University Health sciences Center

Phone Number: 915-244-5303

E-Mail: brad.bryan@ttuhsc.edu