

Patricia Hernández

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Summary

Intercultural training and education professional experienced in developing adult learning curricula, teaching English as a Second Language (ESL), and working as a Spanish-English translator and interpreter. Patricia's wide-ranging knowledge and interest in different cultures has led to a varied career in which she has taught business Spanish to executives, served as a systems coordinator and trainer for a Miami-based computer company, and more recently, facilitated leadership programs for managers and executives throughout Latin America. She is fluent in English, Spanish and French.

Professional Experience

Quality Learning International, Malabar, Florida **1996 – Present**
CEO (2009-Present)

Owner/Vice President Translation and Cross-cultural Services (1996-2009)

Manages a consulting and training business that provides coaching, leadership training, instructional design work, and intercultural communications training. Responsible for marketing, managing vendor relationships, managing payroll, and billing customers. Provided translation and interpretation work for courts and medical services. Managed translation of MBTI, Situational Leadership, and FIRO-B training materials into Spanish. Taught *Liderazgo Efectivo* in Latin America to managers and executives from Argentina, Brazil, Colombia, Venezuela, Panama, Costa Rica, Miami, and Mexico.

CHP International/Entrena, Inc., Santa Lucía, Honduras **1994**

Designed and facilitated phonetics workshop for Spanish language instructors at the Peace Corps training center.

Miami-Dade College, Miami, FL **1987 – 1991**
ESL Instructor, Wolfson Campus, South Campus, InterAmerican Center

Taught English as a Second Language courses for adult learners. Developed departmental level 1 integrated skills curriculum and level 1 conversation courses. Accomplishments included:

- Created *English Action Picture File* (two volumes) used by ESL instructors with all levels to encourage classroom conversation, reinforce grammar, teach new vocabulary, and stimulate students' imagination and creativity (South Campus).
- Presented departmental workshop *Creative Techniques to Improve Student Classroom Participation*.
- Mentored new level 1 faculty and coached them on lesson planning at South Campus
- Coordinated Miami-Dade South Campus' faculty presentations at Florida TESOL conference, and delivered a presentation Rx for Classroom Fatigue, an interactive workshop featuring activities that maximize students' involvement in their language learning.
- Under a Wolfson Campus grant project, integrated practical employability skills component into English curriculum that included topics such as developing a resume, filling out employment applications, and interviewing for a job.

Miami-Dade College, Miami, Florida, Center for Business & Industry **1988**

Served as an interpreter and classroom observation coordinator for a group of rural development specialists from Costa Rica and another group of university and high school teachers from Paraguay under an Agency for International Development (USAID) program.

Language Institute Inc., Miami, Florida **1987 – 1988**
ESL and Spanish Language Instructor

Taught ESL, intermediate and advanced Spanish as well as business Spanish for professionals. Assisted in marking the language courses to international banks and other businesses in the greater Miami region. Also served as an independent translator.

TKS Computer Corporation, Miami, Florida **Jan. – Dec. 1985**

Responsible for delivery of all systems, and training of management personal on use and maintenance of TKS systems. Coordinated shipping and installation of systems with manufacturing, management, and clients.

Education

BA International Relations Florida International University (FIU) Miami, Florida
Also completed coursework for the **Latin American and Caribbean Studies Certificate**
Studied abroad at the Institute for American Universities, Aix-en-Provence, France.

Other Relevant Experience, Training, Certifications/Qualifications

- Has pursued graduate and non-credit coursework in intercultural communications at the Intercultural Communications Institute, Portland, Oregon. Completed courses in *Foundations of Intercultural Communication*, *Cross-cultural Training in International Corporations*, and *Teaching Intercultural Communications*.
- Completed Human Resources Development Certificate at Miami-Dade College focusing on management of human resources, goal setting, training and labor relations.
- Completed Certificate Studies in Counseling at Miami-Dade College focusing on techniques and psychology of counseling.
- Certified in Consulting Psychologist Press' Myers-Briggs Type Indicator.
- Member of SIETAR, Society for Intercultural Education, Training, and Research.