

NOELLE GALOS ZAMBRANO

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PROFESSIONAL PROFILE

5+ years of non-profit experience in the fields of immigration rights, policy advocacy, program coordination, language access, digital communication, civil rights enforcement and compliance, quantitative & qualitative research, writing and analysis

EDUCATION

Georgetown University Washington, DC
M.A. Linguistics, Language and Communication December 2012

Oberlin College Oberlin, OH
B.A. Anthropology, with Honors May 2008

RELEVANT EXPERIENCE

Many Languages, One Voice Washington, DC
Volunteer Social Media Coordinator 9/2012-present

- Managing various social media accounts, including website, blog, Twitter, and Facebook using management programs such as Hootsuite, Constant Contact, MailChimp, and Weebly
- Developing sustainable online media strategy and metrics consistent with organizational mission
- Building press strategy and resources for staff to effectively engage with media for important milestones
- Curating MLOV media for outreach & development material; digitizing oral histories of DC's rich ELL community

Equal Rights Center Washington, DC
Civil Rights Program Intern 9/2011-12/2011

- Triaged calls from clients experiencing discrimination to discuss options for remediation (follow-up, referral, further investigation) in English and Spanish
- Coordinated civil rights tests (disability and national origin discrimination in housing) and assisted with analysis
- Conducted demographic research using the latest Census data for reports and investigations, compiled in Excel
- Monitored compliance reports from management companies in settlement with the ERC

DC Language Access Coalition Washington, DC
Housing Program Coordinator 9/2009 - 2/2011

Coordinated the advocacy of DCLAC's Housing Committee:

- Liaised between DCLAC's Housing Committee, senior-level staff at DC government agencies, and LEP/NEP stakeholders on language access (LA) barriers to housing and suggestions for improvement
- Built relationships with Latino, African and Asian LEP/NEP residents via monthly outreach/education events
- Translated outreach materials and provided oral interpretation for clients, both consecutive and simultaneous
- Monitored and documented DC government compliance; filed LA complaints to the Office of Human Rights
- Represented DCLAC at DC Council hearings and provided testimony for 2 fiscal years
- Created 20-page final report on language access barriers to housing and recommendations for best practices

Executive Office of the Mayor, Office on Latino Affairs Washington, DC
Language Access Program Intern 7/2008 – 10/2008

Worked under the Language Access Coordinator to assist in the creation of yearly report on language access implementation in DC government agencies, for the Executive Director, Office of Human Rights, and the Executive Office of the Mayor:

- Conducted 20+ on-site observations via 'secret shopper' investigative framework
- Documented and compiled on-site observations into spreadsheet format for quantitative analysis
- Created literature review and annotated bibliography on language access legislation and best practices
- Collaborated with language access coordinators at 38 DC government agencies to improve compliance with the DC Language Access Act

Smithsonian Center for Folklife and Cultural Heritage Washington, DC
Minority Awards Internship: Latino Chicago Program Intern 6/2006 – 8/2006

- Participated in Festival site design and setup
- Created content for signage, informational materials, and advertisement

- Facilitated performers before, during, and after Festival hours and assisted in overall site management
- Created web page of post-Festival “Features,” content included performance highlights and transcriptions

Housing Counseling Services

Washington, DC

Intake Specialist

6/2005 – 8/2005

- Triageed 100+ clients in intake area of bustling direct-service non-profit, in both English and Spanish
- Balanced the agency appointment book, including scheduling and appointment reminders
- Upgraded database system with client intake information

SKILLS AND CERTIFICATIONS

Research:	Discourse analysis, visual semiotics, ethnography, interactional sociolinguistics, frame analysis, intercultural communication, variation analysis
Language:	Advanced proficiency in written and oral Spanish and English; Experienced translator and interpreter (simultaneous and consecutive); 70-hour Community Interpreter Training Certification
Legal:	Trained civil rights tester; Civil rights and language access testing, compliance and enforcement; Extensive knowledge of civil rights law on federal and local level (Washington, DC metro area)
Social Media:	Facebook, Twitter, Wordpress, LinkedIn, HTML, XML, CSS, Final Cut Pro, Adobe, Constant Contact
Other:	Film production and editing; 30-hour Documentary Film Production course (Docs in Progress, Silver Spring, MD); 40-hour Anti-Racism/Anti-Oppression Training Certification (Training for Change, DC)