Audrey Sendejo, M.Ed.,

RID NIC & BEI Advanced

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Education

UNIVERSITY OF NORTH FLORIDA, JACKSONVILLE, FLORIDA

*M.Ed. with an emphasis on American Sign Language Interpretation, April 2013*

* Relevant coursework
  + Applied Research in Interpretation
    - Research – Interpreters in Mental Health Settings based on the Demand Control Schema
  + Interpreting in Mental Health Settings
  + Interpreting in Healthcare Settings
  + Interpreting Pedagogy
  + Interpreting in Legal Settings
  + Compression/Expansion Technique in American Sign Language
  + Mentoring

TEXAS TECH UNIVERSITY, LUBBOCK, TEXAS

*B.S. in Human Development and Family Studies, December 2008*

* Student Affairs Scholarship - maintaining full time work while attending school full time
* Who's Who Among Colleges and Universities – Award
* Silent Raiders – Member
* Hispanic Student Society - Member

TYLER JUNIOR COLLEGE, TYLER, TEXAS

*A.A.S. in Sign Language Interpreting, May 2004*

* A.A. in General Studies - May 2005
* Destiny Deaf Club - Member
* Phi Theta Kappa - Honor Society of the Two-Year Colleges
* Hispanic Scholarship Fund – Scholarship

Professional Experience

UNIVERSITY OF NORTH TEXAS, DENTON, TEXAS

*Lecturer of American Sign Language & Program Coordinator – August 2023 – Present*

* Develop lesson plans using the Signing Naturally Curriculum
  + SNGL 1010, 1020, 2040 & 2050
* Coordinate schedules for adjunct
* Standardization of course content for all level of SNGL courses

AMAZON, COPPELL, TEXAS

*ASL Interpreter, December 2019 – August 2023*

* Led the integration of the Sign Language (SL) Team & Road to Launch partnership, promoting scalability and of interpreting services across all business line launches
  + Led the Launch Team to address the challenges of providing ASL interpreting services during launches.
  + Spearheaded the MAVIS 2.0 pilot and implementation, improving equipment standardization and accessibility. Pilot resulted in a 44% increase in outgoing video remote interpreting calls.
  + Designed the SL Toolkit, a user-friendly resource with actionable items for launch stakeholders. Site has been viewed over 6,500 times, year to date
  + Standardized outreach/education to 87 launch sites – (21,478 views of content year to date)
* Created staggered shifts within the node to save over $24,000 a year in vendor services
* Consult, collaborate and educate departments: Learning, IT, HR, leadership, Safety, Legal & LP to solve complex problems for Deaf AAs to ensure accommodations are met per ADA & EEOC
  + SME in ASL interpretation services at various sites/corporate, across all business lines, interpreting over 6,000 hours with Deaf leaders of all levels (T1 – L6)
* Subject matter expert in ASL interpretation services
* Paved the way for a connected & trusted accommodation experience
  + Established interpreting services in the DFW Node
  + Present - Video Remote Interpreting, working with an interpreter & working with a Deaf Associate
* Provide general dialogic interpretation in video environment and/or on-site services environment
* Mentor peers within the Sign Language Program and recent graduates in the community
  + stage events, highly technical meetings, recorded presentation/meetings
* Professional Development
  + “Situational Ethics: What You Do When No One is Looking” – February 28, 2020
  + “Ethics in the Legal Setting” – February 28, 2020
  + “Community & Ethics: Building our Village - February 20, 2021
  + “TSID Virtual Conference: Zoom into the Future” - July 15 - 18, 2021
  + “The Interpreter Educators Workshop” - August 6 - 7, 2021
  + “Adult First Aid/CPR/AED” – April 4, 2022
  + “Interpreting Up Close: A Review of Process Models” – December 13, 2022
  + “What’s an Interpreter to Do? Ethics 101 Podcast” – December 13, 2022
  + “Back to Basics: Intro to Medical Interpreting” – December 14, 2022
  + “Consecutive Interpreting: A Brief Review” – December 14, 2022
  + “Pronouns in English and ASL” – December 14, 2022
  + “The Wild West: Introduction to Mental Health Interpreting” – December 14, 2022
  + “ASL Compression: Making It Sound Right” - December 15, 2022
  + “ASL Syntax for Interpreters” – December 15, 2022
  + “Evaluating Ethics: D-C Schema & Case Conferencing” – December 16, 2022
  + “Working Towards a Brave Space: Horizonal Violence, Imposter Sydrome, & Perspectives of Interpreters of Color” – December 16, 2022
  + “Interpreter Expert Witness Interrogatories” – December 19, 2022
  + “It’s Cultural!” – December 19, 2022

TEXAS TECH UNIVERSITY, LUBBOCK, TEXAS

*Faculty of American Sign Language/ASL Program Coordinator, August 2016 – December 2019*

* Established a Bachelor of Arts degree in Languages and Cultures with a concentration in ASL/English Interpretation – course development of:
  + Intro to the Interpreting Profession, Advanced ASL/Interpreting 1, Advanced ASL/Interpreting 2, ASL to English 1, ASL to English 2, Advanced Simultaneous Interpreting, Interpreting in Educational Settings, Gestural/Visual Communication in ASL, Observation, Internship, Deaf Culture & Linguistics
* Develop lesson plans using the Signing Naturally Curriculum
  + ASL 1301, 1302, 2301, 2302, 3301 and 3302
* Basic Sign Language and Medical Terms for Speech/Audiology Students at Texas Tech Health Science Center
* Faculty advisor for student organization, Silent Raiders
* Professional Development
* "BEI Court Interpreter Certification Test Overview" – April 2017
* “40-Hour Intensive Medical Interpreter Training” – January 2018
* Coordinator and attendee of: “Effective Interpreting Seminar” - April 27-28, 2018
* Coordinator and attendee of: “Fingerspelling: Rapid Serial Visual Presentation” - April 29, 2018
* Street Leverage Live 2019 – May 3 – 5, 2019

LUBBOCK INDEPENDENT SCHOOL DISTRICT, LUBBOCK, TEXAS

*Deaf Education Interpreter Specialist, August 2015 – August 2016*

* Coordinate staff and contract interpreter schedules for elementary, middle and high school campuses
* Provide mentoring and teaming opportunities to staff interpreters
* Develop/coordinate professional development opportunities
* Interpret/transliterate for Deaf/Hard of Hearing students depending on the need of the student in K-12
* Educate Deaf students about their culture and serve as a language model to help develop their language and comprehension skills in both signed and written language
* Provide feedback to Deaf Education teachers regarding their expressive skills
* Professional Development
  + “360 Degree Interpreting” – October 2015
  + “Introduction to Healthcare Interpreting” – November 2015
  + “A Case for C.A.S.E” – May 2016
  + Statewide Conference of Education of the Deaf/ Hard of Hearing – June 2016
  + “Nuts and Bolts of the BEI Court Interpreter Test” – August 2016

TEXAS TECH UNIVERSITY, LUBBOCK, TEXAS

*Faculty American Sign Language Instructor, August 2012 – August 2015*

* Develop lesson plans using the Signing Naturally Curriculum for:
  + ASL 1301, 1302, 2301, 2302, 3301 and 3302
  + Deaf Culture and Linguistics
* Basic Sign & Medical Terms for Speech/Audiology students at Texas Tech Health Science Center
* Educate non-deaf students about the importance of Deaf Culture
* Work closely with faculty & advanced ASL students to set up a language lab for 1st and 2nd year students
* Volunteer with student organization Silent Raiders
* Professional Development
  + DFW-ASLTA Conference – 2013
  + “Turning Visual Images into English” - 2014
  + “Attitude and Ethics” – 2015
  + “Making English Tangible in ASL” – 2015
  + “ASL Comedy” – 2015

SORENSON COMMUNICATION, LUBBOCK, TEXAS

*Video Interpreter, July 2008 – December 2016/ Community Interpreter, March 2018 – December 2019*

* Cultural Mediator between Deaf and Hearing cultures
* Interpret over the phone between Deaf and hearing parties
* Follow ethical codes that protect the confidentiality of information
* Professional Development
  + “Power and Effectiveness” – 2007
  + “NIC Prep” – 2009
  + “Fingerspelling” – 2013
  + “Navigating Automate Messages” – 2015

TEXAS TECH UNIVERSITY, SDS OFFICE, LUBBOCK, TEXAS

*Sign Language Interpreter, April 2006 – May 2013*

* Educate students and staff, about the roles and functions of educational interpreters
* Translate messages simultaneously or consecutively into specified languages, while maintaining message content, context, and style as much as possible
* Volunteer: worked with Silent Raiders to come up with ASL concepts for their annual Carol of Lights
* Professional Development
  + Communication Skills Workshop Conference - 2006, 2011 (volunteer)
  + Texas Society of Interpreters for the Deaf (TSID) Conference - 2007, 2008, 2010, 2012, 2013
  + Fran Harrington –Borre Mentorship Conference – 2008
  + Independent Study – “Ethics for the Real World” part 1 and 2 – 2011
  + TerpExpo Conference – 2012
  + Interpreter Skills Development Conference- 2010, 2013

TYLER JUNIOR COLLEGE, TYLER, TEXAS

*Part-time Sign Language Interpreter, January 2004- April 2006*

* Assisted students in the preparation of transferring to a University
* Followed ethical codes that protect the confidentiality of information
* Facilitated communication for students in a classroom and with advisors
* Professional Development
  + “Who Said What to Whom?” – 2005
  + “A Rose by Another Name” – 2005
  + “Interpreting VS. Transliterating” – 2005
  + “The ABC’s of Success” – 2005
  + “Constructive Feedback: Sharpening Our Skills Without Shredding Our Confidence” – 2005
  + “Religious Interpreting: A Nondenominational Approach” - 2005

SELF-EMPLOYED, LUBBOCK, TEXAS

*Freelance Community Sign Language Interpreter, January 2004 – Present*

* Presentations
  + Co-presenter: - Jess Ingalls – “Ethical Decisions Making Based on the Demand-Control Schema” – April 2017
* Billing/Timekeeping
* Facilitate communication in a variety of settings such as:
  + Medical - OBGYN, Ophthalmology, Neurology, Labor & Delivery, Family Medicine, Podiatry, Audiology, Speech & Hearing, Physical Therapy, General Surgery, Cardiology, Family Dentistry, Orthodontics, Orthopedic
  + Educational – Tyler Junior College, Texas Tech University, South Plains College, Lubbock Independent School District – Project Intercept, Wayland Baptist University
    - Staff, faculty and students
  + Social – Social Security Administration, Woman, Infant & Children (WIC), Health and Human Services Commission (HHSC) Food Stamps, Department of Assistive Rehabilitation Services (DARS), Child Protective Services (CPS), Texas Workforce Commission (TWC), Adult Protective Services (APS)
  + Religious – Catholic Mass: quinciañera, Easter Vigil, Baptism, First Communion, Confirmation, Baptist wedding
  + Platform Interpreting – Mentor Tech Banquet: 2015, 2016, 2017
* Professional Development
  + “How Can I Interpret If I Don’t Know What It Means” – 2007
  + “Deaf Accused” (Legal) - 2011
  + “Turning Visual Images into English” – 2014
  + “Interpreting a Catholic Mass: Weddings and Funerals” – April 2017

Certifications

* Texas BEI Level 1 though the Division of Assistive and Rehabilitation Services – December 2005
* National Interpreter Certification (NIC) through the Registry of Interpreters for the Deaf – December 2009
* Texas BEI Advanced Interpreter through the Division of Assistive and Rehabilitation Services - February 2015
* Certified ScrumMaster® (CSM®) – October 2021 – October 2023
* Certified Cloud Practitioner - June 2022 – current
* Inbound Certified – December 14, 2023 – current
* Email Marketing Certified – December 30, 2023 - current
* Certified Digital Event Strategist – January 2024 - current

Additional Experience

* May 2011 – May 2012: Worked closely and mentored ASL students who were planning to take BEI test
* June 2012 – August 2012: Provided feedback and monitored an intern interpreter who was placed under our supervision to complete internship for B.S. degree
* Developed a curriculum for intern to developing her skills daily while she was under our supervision

Professional Affiliations

* Texas Tech University Hispanic Association, Member October 2017 – Current
* Registry of Interpreters for the Deaf, Member 2008 – Current
* Texas Society of Interpreters for the Deaf, Member2005 – Current
* Caprock Society of Interpreters for the Deaf, Treasurer 2009 *–* 2017, President 2017 – 2019
  + Community Involvement
    - Interpreter workshop planning
      * + Carolyn Stephens – “Country Signs Around the World” – 2010
        + Crom Saunders – “ASL for the 21st Century” and “Cromania” – 2012
        + Buddy Bauer – “Foundations of Ethics” & “Ethics Applied to Situational Decision Making” – 2013
        + Melissa Hays & Alex Morales - “Interpreting 101” – September 2016
        + Ethan Stephens & Kyle Stephens – “Deaf + Rainbow” – August 2017
  + Annual Thanksgiving Banquet
  + Annual Deafirst Volunteer
  + Annual Valentine’s Potato Bar
  + Annual Trunk – or – Treat:
    - Collaborate with Silent Raiders to establish a safe & fun environment for DHH students
    - Collaborate with Deaf Education teachers to get older DHH students involved with younger DHH