



Washington, DC 20008 • 917-916-4544 • joa.t.tudela@gmail.com

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SUMMARY

Experienced leader with over a decade in language access and public health program management, specializing in services for Limited English Proficiency (LEP) communities. Skilled in multidisciplinary team leadership, stakeholder engagement, and policy development across healthcare, government, and non-profit sectors. Proven ability to utilize data-driven analysis to improve community health outcomes and organizational effectiveness. Dedicated to promoting equitable access and fostering inclusive environments

RELEVANT WORK EXPERIENCE

Sr. Consultant & Trainer, Founder at Culturizing Access

Dec 2021 - Present

- Spearheaded the development and launch of comprehensive language access services, enhancing communication for Latino and LEP communities across healthcare sectors.
- Directed strategic initiatives that improved client satisfaction and compliance with key legislations (Civil Rights Act, ADA, HIPAA, ACA), utilizing an evidence-based approach to expand market reach and build trust.
- Engineered and led the implementation of a robust Language Access Program, integrating needs assessments, quality evaluations, and strategic communications, which significantly improved service delivery standards and professional development.
- Designed and executed targeted training and technical assistance for language services, impacting various health facilities and community organizations, and aligning operations with national CLAS standards.
- Managed critical translation and localization projects for documents and digital content, ensuring cultural and linguistic accuracy, and supporting bilingual staff proficiency testing and hiring.

Strategic Language Lead at Lionbridge Technologies

Apr 2022 - Feb 2023

- Developed and overseen quality assurance processes for translation and linguistics, including the creation of account-specific Quality Plans and procedural guidelines to enhance service delivery and client satisfaction.
- Crafted and executed linguistic strategies that were customized to meet specific account needs, ensuring alignment with client expectations and adherence to industry standards.
- Managed a diverse team of linguistic experts, expanding the resource pool while maintaining high standards and broadening expertise to cover a wide range of subject matter areas.
- Led initiatives to enhance and maintain linguistic assets, refining client review processes to boost operational efficiency and overall client satisfaction.



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Program Coordinator & Bilingual Trainer at PROCEED, Inc **Oct 2019 - Mar 2022**

- Monitored and managed grants and intervention activities, ensuring adherence to contracts and timely progress of project deliverables.
- Led curriculum development and managed translation and localization projects, ensuring timely completion and high-quality standards.
- Delivered evidence-based training and technical assistance programs for public health professionals, including specialized training in HIV Prevention at CDC-funded National HIV E-Learning Centers.
- Designed and facilitated webinars and training sessions on health equity topics, enhancing participant knowledge and application of key public health principles.

Interim Director & Specialist at Forsyth Technical Community College **Jul 2016 - Jan 2018**

- Delivered impactful training on multicultural, diversity, and inclusion topics to community members, students, and staff, significantly enhancing the campus's inclusive environment.
- Drove increases in retention and recruitment rates for ESL classes by enhancing coordination across college, community, and business sectors, leading to broader engagement and support.
- Secured and managed grants that provided integrated education and training, including English language acquisition and essential soft skills, aimed at aiding international professionals in transitioning into the US workforce.
- Coordinated Spanish HSE and ESL programs in partnership with both private and public entities, focusing on work-based development and continuing education to meet the needs of diverse student populations.

Program Developer, Recruiter, Instructor at Forsyth Tech Community College

Jun 2013 - Jan 2018

- Tripled practicum partnerships and increased course offerings by 25% through a data-driven needs analysis, significantly enhancing the program's reach and impact.
- Led curriculum development and training for interpreters, supervising from program inception to post-graduation and providing ongoing student guidance, ensuring high educational standards and student success.
- Represented the Economic and Workforce Development Department, building strong community and organizational ties to support program objectives and expand network opportunities.
- Taught bilingual courses in Spanish and English, including National Standards for Interpreters and Spanish-English Medical Terminology, employing diverse instructional techniques to accommodate various learning styles.
- Developed and managed educational content, designing comprehensive lesson plans, monitoring student progress, and maintaining accurate course records, ensuring educational excellence and compliance.



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CORE COMPETENCIES

- Strategic Leadership
- Business Consulting
- Multicultural Training
- Language Access Expertise
- Stakeholder Engagement
- Curriculum Development
- Needs Analysis and Assessments
- Project Management

EDUCATION

Masters of Public Health **2018**

Benedictine University - Lisle, IL

- Specialization in Health Education & Promotion.

MA Interpreting & Translation Studies **2012**

Wake Forest University - Winston-Salem, NC

BS Medical Laboratory Science **2010**

Rush University - Chicago, IL

LANGUAJE PROFICIENCY

English 

Spanish 

Portuguese 

ADDITIONAL INFORMATION

Technical Skills

- Microsoft Office Suite, Canva, Computer-Assisted Translation (CAT) Tools, AI Platforms, Social Media, CRM Software, Slack, Zoom, Google Workspace.

Professional Affiliations and Volunteer Activities

- Board Member, United Latinas, 2023- Present
- Board Member, ALPFA NJ, 2023 - Present
- D&I Committee Member, American College of Healthcare Executives, NJ, 2023-Present
- Committee Member, Healthy Middlesex Consortium, NJ, 2023-Present
- Municipal Chair, Middlesex County Democratic Organization, Dunellen, NJ, 2020-2021
- Human Relations Commissioner & Diversity and Inclusion Committee Chair, City of Winston-Salem, NC, 2016-2018

Publications, Awards, and Recognitions

- Top 40 Under 40, National Hispanic Health Foundation & National Hispanic Medical Association, 2024
- Congressional Hispanic Caucus Pitch Competition Winner, 2023.
- Hispanic Stars Rising, Vol. III Co-Author, 2022