

Newsletter of the Translation Company  
Division of the American Translators  
Association

SPRING 2022

# ATA TCD News



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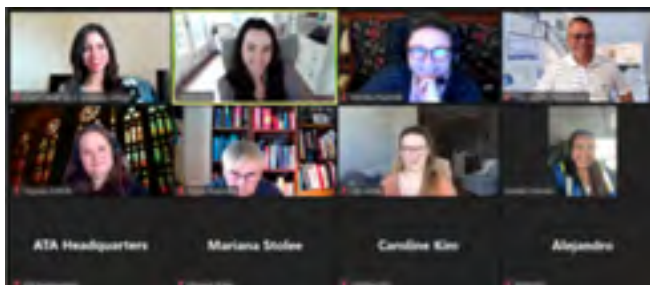
# Letter from Marina Ilari, Administrator of the ATA TCD

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Dear TCD members, I'm looking forward to what 2022 will bring to the Translation Company Division (TCD). I'm especially proud to serve another year with the division alongside our assistant administrator, Charo Welle, and the dedicated Leadership Council.

It was great to see some of our members during the ATA conference (ATA62) in Minneapolis in October. The TCD annual meeting was held via Zoom on Friday, Oct 8. During the meeting, we presented to members what the Division accomplished in 2021, and our mission for 2022. The meeting was also used to network and discuss what members would like to see from TCD in 2022.



The TCD invited Anna Schlegel as its Distinguished Speaker for ATA62. Ms. Schlegel presented two 60-minute presentations titled "Translator to Top Innovator," and "An Evolving Globalization Industry: A Conversation about Challenges and Solutions." We were delighted to receive such positive feedback from both presentations.

On behalf of the TCD, I would like to thank Ms. Schlegel for sharing her knowledge during the conference.

Amongst our goals for 2022 is to continue publishing ATA-TCD News and support the Project Manager Special Interest Group. This initiative, led by Ray Valido with support from the TCD Leadership Council, provides a forum for project managers to collaborate, to network, and to share best practices in the field of project management. If you are interested in collaborating with our newsletter by writing articles that are of interest to the translation industry and project managers, please contact us at [divisionTCD@atanet.org](mailto:divisionTCD@atanet.org).

If you would like to participate in the division, please don't hesitate to introduce yourself to Charo or me, or send us an email: [divisionTCD@atanet.org](mailto:divisionTCD@atanet.org).

Thank you again to our kind volunteers. I am excited to work with you in 2022!

Warmest regards,

*Marina Ilari*

Marina Ilari

Administrator of the Translation Company Division (TCD) of the American Translators Association (ATA)

*PS: After going through a very difficult couple of years because of the pandemic, I don't think any of us anticipated that the global situation could get any worse. I'm saddened by the war happening in Ukraine and I encourage my colleagues to support by donating to organizations helping Ukraine. #StopWar*

IMAGE SOURCE: freepik.com

# THE B SIDE OF INTERPRETING

BY CECILIA LIPOVSEK

I was incredibly fortunate to graduate from two outstanding translation and interpreting schools back in my hometown, Buenos Aires. So much so that I was ready to dive head-first into the profession the minute I finished my last final exam, if not before.

However, it wasn't until I moved to London early in 2015 that I realised how unprepared I was to build and run my freelance business. It's no one's fault—translation/interpreting school teaches us to translate/interpret (not an easy feat in itself) but it very rarely prepares us for business life (not an easy feat, either).

On top of that, the world has been changing dramatically since the turn of the century and the pandemic certainly turned it upside down. Thus, what it was, no longer is. Plus, what applies to other professions, doesn't necessarily apply to translation/interpreting; and what applies to translators, doesn't always apply to interpreters.

I learned this by frustratingly trying to implement what it was during my first London years, much like trying to get a square peg into a round hole. So, I started carving my own path, instead—necessity is the mother of courage, right?

Before deciding to jump and move across the world, I had successfully navigated a career built on my connections, many of whom were my own tutors and professors from translation

school. They very generously invited to me contact them after graduating and mentored me as I took my first steps as a freelancer. I tell you, college is a very long job interview. The upside? It was simple, safe, and organic. The downside? It unfolded before me without my having much say in it, except whether or not to go with the flow.

This side of the Atlantic, with no network nor any reputation to precede me, I had to look at the B Side of Interpreting in the eye and actually build and run a business—from scratch. In the process, I learned many interesting and useful things, which I share in detail in JUMP! A DIY Guide to The Terpreneur™ Method and gladly summarise in three key points:

## 1. The Dawn of a New Business Model

In my experience, the five business models traditionally used by translators and interpreters no longer serve their purpose or us – some never did. Pseudo-employees and hopeful freelancers are destined to fail right off the bat, as the former agree to take on all of the obligations without enjoying any of the benefits generally reserved to employees and the latter simply have no idea what's going on with their businesses or how to steer them. Becoming oversubscribed and/or micro-niching can easily be a dream goal for translators, but it's certainly a hopeless utopia

for interpreters who can never be in two places at the same time and who have no control over the dates of events, meetings, and conferences. Being an agency of one, which served many of our predecessors well, is no longer feasible nor sustainable when running a small business in such a saturated market.

The 21<sup>ST</sup> century answer to this? Becoming a Terpreneur™; that is, an interpreter who uses lean entrepreneurial skills to run their professional practice turning it into a solo business or a company of one, as Paul Jarvis likes to call it. Which skills? Business development, branding, marketing, and networking. The goal? Build our businesses around ourselves and our remarkable skills and talents with the help of a select group of collaborators hired on an as-needed basis in order to keep the business small, smart, efficient, and resilient.

## 2. The Magic Combo of Uniqueness

The first step in every journey is to decide where you wish to go. Businesses are no different. The trick is to narrow down your destination enough for it to be specific and manageable while keeping it broad enough for it to be financially worth your efforts while creating enough flexibility to pivot with any change in circumstances.

Whom you decide to serve will determine how you serve (help) them, not the other way around. The way that you help them combined with a strong, memorable brand will set you apart from the pseudo-employees, hopeful freelancers, agencies of one, and competitors of the world and will guide every single decision you make in the running, growth, and development of your business.

## 3. Coffee Is the Best Investment

A while ago, a friend of mine said that every minute you spend playing with and listening to your children is a minute they'll share with you later in life. The same goes for your existing and potential clients.

There are endless books, courses, and programmes about the art and science of marketing and networking but, for solo-business

owners like us, it all boils down to simply having a conversation with 'the locals', those who live in the destination you set your eyes on. Once you know who they are, all you have to do is to show up regularly and have a cup of coffee (or drinks) with them. It'll be the best business investment you will ever make.

This is a very brief summary of the key entrepreneurial skills I've been using in my interpreting business for the last seven years. They're not difficult to grasp. They do, however, require boldness and gumption, not to implement them but to adopt them. Translators have a longer and more solid tradition of building their own solo businesses, but the mere idea of developing a brand (something that we all have by the way, like it or not) can be subversive and revolutionary for many interpreters, as is narrowing down the scope of our services and productising them.

The problem is that, without them, we're doomed to staying as pseudo-employees and hopeful freelancers or dragging uphill the heavy burden of insisting on being something we're not: agencies and large LSPs.

We're providers of professional services in the post-pandemic 21<sup>ST</sup> century, owners of our own businesses: small, smart, efficient, and resilient—just like us.



Cecilia Lipovsek is a London-based Diplomatic & Conference Interpreter of Spanish, English, and Portuguese. She is the owner of MULTILATERAL, Britain's most specialised interpretation service for Latin America and the UK serving diplomats, governments, businesses, and

professionals so that they can focus on the what while she and her team deal with the how.

She is an active member of the AATI, the ITI, and the London Regional Group, regularly contributing to their publications, as well as a guest lecturer, and a public speaker.

Early in 2021, she published JUMP!, the first business book created for interpreters, and her second book, WELCOME! about diplomatic interpreting will be officially released on 24 March 2022 and can be pre-ordered on [www.multilateral.london](http://www.multilateral.london).

## *Industry Standards Demystified – Part 7*

*By Monika Popiolek*

### **ISO 21998:2020 Interpreting services - Healthcare interpreting - Requirements and recommendations**

ISO 21998:2020 specifies requirements and recommendations for healthcare interpreting services in spoken and signed communication. It is applicable to all situations requiring healthcare interpreting, where the parties involved need to communicate using spoken or signed language in the context of a health-related issue. The document is intended for interpreting service providers (ISPs) and individual healthcare interpreters who can generally use it as a source of information and benchmark for best practice. In particular, the standard specifies requirements for the competences and qualifications of healthcare interpreters and other factors directly affecting the quality and delivery of these services. It also sets requirements and provides recommendations on core processes, training, technical, ethical as well as other aspects of healthcare interpreting services.

Interpreting service providers (ISPs) can also certify in order to demonstrate their conformity to this ISO standard. From the practical and

certification point of view, fulfilment of all the requirements set out in ISO 21998 allows the healthcare ISP to demonstrate conformity of their services to this document and their capability to maintain a level of quality in healthcare interpreting services that will meet the client's and other applicable specifications. Healthcare interpreting is also often referred to as medical interpreting.

Restrictions in the application of this standard are as follows:

1. the standard does not apply to translation services;
2. the standard clearly states that it is intended for both institutional ISPs as well as individual healthcare interpreters but the certification of individuals is a complex process governed by different regulations and rules so certification of individuals under this standard may not be possible at this time.

It needs to be noted that ISO 18841:2018 is a generalist interpreting standard while ISO 21998:2020 was developed as a specialist standard which is complementary to ISO 18841.

As stated in the introduction to ISO 21998, the reasoning behind the document is that healthcare interpreting services enable safe communication mainly between healthcare providers and patients and provide linguistic access to healthcare services.

ISO 21998 was developed in response to a worldwide growing demand to accommodate the interpreting needs of patients accessing healthcare services and healthcare professionals, such as physicians, nurses, and healthcare administrative staff, as well as to promote patient safety, wellbeing, and dignity during interactions related to the provision of healthcare-related services. In those countries that do not have any recognized healthcare interpreting education in place, this document can serve as a guideline and basis for setting up a suitable legal, administrative, and educational system for all healthcare interpreting stakeholders.

The document clearly states why healthcare interpreting is distinct from medical or healthcare-related translation. Translation involves the rendering of various forms of content into another language in written form, requiring a process and the allocation of a certain period of time for the task. Interpreting involves rendering spoken or signed messages from one language to another, either face-to-face or via distance interpreting. Some healthcare interpreters are qualified to provide medical translation while others are not. Likewise, some medical translators may or may not be qualified to provide healthcare

interpreting services, as these activities require different skill sets. When documents are not translated, healthcare interpreters sight translate the document into the other language.

The document specifies that healthcare interpreting normally takes place between three or more participants:

1. speaker(s) or signer(s) of a language other than the language the healthcare provider speaks or signs;
2. healthcare providers or staff;
3. healthcare interpreter(s).

Healthcare organizations procure interpreting services directly or via an interpreting service provider (ISP). Healthcare interpreters, who come into a healthcare organization to interpret for a particular case, whether face-to-face or via distance interpreting, limit themselves to engaging in the communicative events that require their services. Healthcare interpreters who work in an interpreter services department within a healthcare organization perform tasks and take on responsibilities beyond the act of interpreting in communicative events. These tasks can be related to bridging the cultural and linguistic gaps of the healthcare community, can involve intercultural inquiry, cultural or linguistic education of other healthcare staff, contacting patients, written translations, or addressing matters related to the administration and quality assurance of the interpreting department in question, or comply with patient safety responsibilities as required by their employer. Healthcare interpreters follow standards of practice (see relevant codes of ethics).

Apart from listing specific requirements and recommendations, ISO 21998 also aims to:

- a. to promote market transparency in the field of healthcare interpreting;
- b. to provide information and clarification for users of healthcare interpreting services;
- c. to establish professional working conditions for healthcare interpreters.

Taking the above into account as well as the fact that there were previously no specialist international standards in this area, ISO 21998 was developed in response to an evident market need.

The following stakeholders have been identified in the context of healthcare interpreting:

- healthcare interpreters;
- interpreting service providers;
- patients and accompanying persons;
- interpreter departments in healthcare organizations;
- government agencies;
- non-profit organizations;
- community organizations that provide interpreting services;
- employees that provide interpreting services;
- professional associations;
- healthcare organizations;
- educators and researchers;
- healthcare providers and staff;
- healthcare policy writers.

Apart from the requirements, recommendations, and background information, ISO 20998 defines

some key healthcare interpreting terms, such as ‘healthcare interpreter/medical interpreter’, ‘interpreting service provider (ISP)’, ‘healthcare interpreting’, ‘patient safety’, and this information is an important industry resource in itself.

Read the full article [here](#) to find out more about healthcare interpreter required competences and qualifications etc.

#### References:

[ISO Standards.](#)



Monika Popiolek has an MA in English, an Executive MBA and is a graduate of a PhD Management Programme. She has been a specialist translator and interpreter for over thirty years and is also an authorised certified legal translator, CEO of MAart Agency Ltd. since 1991, President of the Polish Association of Translation Companies (PSBT) since 2009, Head of National Delegation and Chair of the ISO

TC 37 Mirror Committee at PKN, OASIS, ISO and CEN expert since 2007, the EUATC Liaison Rep. to ISO TC 37, member of ATA, and many other organisations. Monika is the author of many publications, member of the editorial board of the JIAL journal (John Benjamins Publishing Company) and has presented at more than 25 international conferences. Her research specializations are: quality management, translation quality assurance, specialist translation, and standards (particularly ISO 17100, ISO 9001, ISO/IEC 82079-1, ISO 27001, ISO 20771). She was one of the editors for the ISO 17100 (Translation services – Requirements), Project Leader for two ISO standards (ISO 20771 and ISO 21999), and is the manager of the ISO TC 37 LinkedIn Industry Standards Group.  
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IMAGE SOURCE: freepik.com

# How You Can Nurture and Sustain a Thriving Remote Workforce

By Marina Ilari

Many companies have adapted to a virtual work environment during the current global pandemic out of necessity. However, this article demonstrates that a virtual team structure creates many advantages for companies, namely access to talent, balance and flexibility for employees, and major cost savings. As a company that works with fully remote teams and achieved significant growth over the last two years, I will provide some tangible ideas and tips to ensure a remote work structure becomes sustainable, an integral part of your corporate culture, and a point of attraction for talent and clients alike.

## Communication

Open and clear communication in a virtual team is vital, and a lot of focus should be put there. You will need to create different approaches to communicating with the entire company, specific teams, and individual employees. Working in a remote environment can be both overwhelming and isolating. Purposeful and strategic communication is necessary to ensure that you are promoting transparency.

Think about forms of communication into three different categories: static, dynamic, and visual. Static is email; an email is a relatively slow means of correspondence used to share a little or a lot of information. Dynamic tools are platforms like Slack and GChat; they allow for quick bursts of information. And Visual are tools like Zoom and Microsoft Teams with video capability. No one wants to spend 8 hours a day using any one of these tools. Think about how you mix these different communication mediums and be cautious of some burnout.

**Tip:** *Listen to what your team prefers and provide flexibility. We have teams that work together in a Skype call for hours, because it makes them feel like they're together in an office. This doesn't work for other teams. Find what works for the dynamics of your team!*

When working virtually you might want to consider decentralizing information. Previously, confidential information was associated with hierarchical ranks and a position of power, but today when working with collaborative teams

it is important that the entire team has all the necessary information to be able to have a global vision of the short, medium, and long-term objectives of the company. I recommend having most company documents in a shared drive with your employees, for easy access. That doesn't mean that everyone has access to everything, but rather that each role has access to everything they need. Certain documents have higher levels of need-to-know information, such as human resource documents, technology-related documents, the documentation of your quality management system, etc.

**Tip:** *Something to keep in mind when working remotely is that you need to prioritize information to be shared so that you avoid overloading your employees. Share it, but give it priority. One note of caution, especially as small businesses grow, is to avoid the tendency and risk for 'tribal knowledge' to exist but then be lost or manipulated. Make sure you have everything documented in writing.*

## Culture

From a practical business perspective, recruiting and onboarding is an expensive component of a budget, so it is critical that once you find the right talent that you keep it to 1) offer the best experience both internally and externally and 2) build industry and client reputation.

It's hard to keep the company culture alive when working virtually, so you need to be very purposeful about it. Make sure you share the company's history and its vision and mission: publish it, reinforce it, and live it in all the work that you do.

Something we do at our company is an annual company-wide work climate survey. This is an anonymous survey where people can freely

express how they feel. We use the Great Place to Work model survey. Out of this survey, we garner great ideas. For example, through the survey, we generated the idea of an internal newsletter where people can learn about a colleague's life outside of work: sharing pictures, recommendations, and even memes and jokes!

**Tip:** *Consider how to give employees more flexibility with working hours. This mentality ends up being positive for both sides. It allows employees to work with objectives that they have to meet instead of reporting strict hours.*

As a leader of a virtual team, you should focus on inspiring your team and not controlling it. Remember that your team members get in your boat because they are motivated by your idea, they are motivated by your project, and they genuinely want to work with you, not because you control them to keep schedules and do their job. Be that inspiration for your team and you will lead a successful remote workforce!



Marina Ilari, CT is an ATA certified English>Spanish translator with over 16 years of experience in the translation industry. She has worked as a translator, editor, and quality assurance specialist for many companies around the world with a special focus on creative translations and video game localization. She is the chief executive officer of Terra Translations and co-host of the podcast about translation, *En*

*Pantufilas*. Contact: [marina@terratranslations.com](mailto:marina@terratranslations.com).



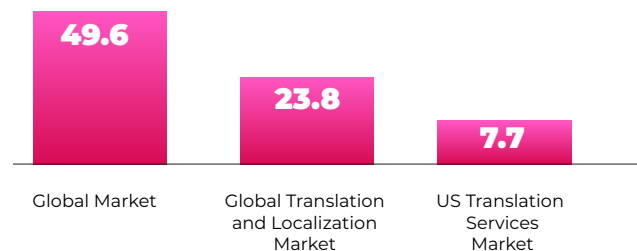
## Women In Translation: A Conversation with Adri Carbajal on Best Practices in Localization for Latin America (LATAM) Markets

Adri Carbajal (they/them) is Operations Lead at Terra Localizations. They have served as the Chief of Translation Project Management and Multilingual Desktop Publishing for Language Services at the Lima 2019 Pan American and Parapan American Games. They belong to the civil rights organization LGBT Mentoring where they offer mentoring opportunities to members of the community. They are also a professor in the Translation Master's Degree Program at the Universidad Privada de Ciencias Aplicadas. They specialize in Localization Management and Multilingual Desktop Publishing.

Recent Statista data reports that the market size of the language services industry was approximately 49.6 billion U.S. dollars in 2019, and that it is projected to expand even more in 2022 (Statista 2022). In comparison, as per a 2021 Slator report, in 2020 the translation, localization, and interpreting industry market share was 23.8 billion U.S. dollars. With respect to the United States, the translation services market portion reached 7.7 billion U.S. dollars in 2020 (Slator

2021). These important figures support forecasts and predictions from industry experts that the demand for language services will continue to increase, particularly in the technology, gaming, and media industry segments.

MARKET SIZE OF THE LANGUAGE SERVICE INDUSTRY  
(IN BILLION U.S. DOLLARS)



Data sources: 2021. Slator: "Translation and Localization Industry Set to Grow by Up to 10% to USD 26.2bn in 2021." 2022. Statista: "Language services industry in the U.S. - Statistics & Facts."

Considering the career opportunities for T&I professionals that this demand is creating in the fields of translation and localization, we spoke

with Adri Carbajal, senior project and localization manager, to get insights about best practices in localization and project management for the diverse Latin American markets. We also asked Adri about essential skills that project managers look for when seeking new localization talents, and what courses and/or training that localization programs should offer translators who are exploring a localization specialty.

## Best practices and strategies for project management and localizing for LATAM markets

*Thanks to globalization, Latin America—and the world—is now an interconnected place where countries and people interact. In the Translation and Interpreting (T&I) industry, many clients are usually looking for fast communication and fast turnaround times. What are the networking and/or communication platforms that you use for maintaining clear and effective communication and workflows with clients and vendors?*

There are several platforms nowadays that have allowed people to be in touch. Thankfully, Zoom, Skype, and Teams help us to see everyone in real time. My team is scattered around the world, so these platforms shorten the geographical gap between us and keep us connected immediately. I also recommend Slack, which not only is a great immediate communication tool, but also helps organize, target, and simplify information. We try to use it with the clients as much as we can and it has proven to be a great platform to manage interactions between teams.

I have to be honest; we're not using emails so much. We operate in a fast-paced environment and unless we need to address a particular issue in a serious or formal tone or if we are sharing the

company's official communication, emails tend to be perceived as a slower means of contact.

*Localization project management involves a series of stages to successfully identify markets, acquire clients, and build customer loyalty. What are two business strategies you would recommend for becoming strategic partners of buyers of localization services in Latin America?*

First, I find that in these times it is vital to use technology for the convenience of the user. Whether for communication or to solve complex processes, using technology gives us an advantage by optimizing time and quality, and also helps to reduce the percentage of human error.

In addition, working with specific, systematized processes is an organic way of creating loyalty and assuring the customer that the work process will meet their particular needs that will appeal to the specific request.

The joint use of these two concepts is ultimately very attractive to the client because you will offer them a tailor-made service, meeting their time and budget needs, which will translate into wanting to provide them with the best possible service.

*Today's technology allows project managers to coordinate all kinds of translation projects with clients and vendors from different countries and time zones. As we know, in Latin America there are many different time zones. Have you ever missed a client deadline for different time zones? What two specific advice would you give project managers for efficiently handling timelines with vendors and clients across Latin America?*

If you are not able or do not have access to a worldwide team that can handle things on the spot, standardizing to a specific and broad time zone always helps as a main compass. This should provide you and your team a baseline to organize every task and deadline. This should also be a great approach to consistency in the way every member of the team communicates, thus reducing the chances of missing anything along the way.

On the other hand, there are also several online and free tools now that help with converting times. The use of these tools can make working with so many clients, vendors, and teammates a seamless effort time-zone wise.



Image source: freepik.org

*EN-ES Translators and language professionals recognized that while Spanish speakers in Latin America may seem to speak the same language, Spanish comes in different flavors and variants as a reflection of the diverse Hispanic/Latino nationalities, cultures, and traditions in Latin America and the world. Considering these important cultural references, could you describe one important challenge in localizing English content for the LATAM markets? What is one localization best practice to address this challenge?*


Latin American Spanish is extremely rich in culture and regional traditions that derive from their respective variants and are loaded with very particular meanings. It may not seem so, but speaking Peruvian Spanish is somewhat

different from speaking Argentine Spanish, for example. Because everyday terms, expressions, and even jokes have so many cultural references, they might not be understood everywhere. Ideally, each product offered by a client should appeal to work with specific variants as they try to penetrate different markets. However, the reality is that this depends on the client's budget, their internal company policies, and their target market objectives, among other factors. It is part of our job as subject matter industry experts to guide them into making the best decision. I would love to tell the client that they should translate to all variants every time, but I think it is important to meet them halfway, discuss their needs, and figure out what works for them.

*As a senior project manager and localization professional, you probably are constantly seeking to partner and collaborate with localization talents. To that end, you probably have in place a proven system to vet these localization talents you seek. In your vetting process, what two skills do you consider essential in a localization professional aspiring to localize for the LATAM markets?*

This is mostly an affirmation based on personal experience, but I usually seek talents that have a great judgment in decision-making. I consider the ability to make decisions to be important in all areas because it allows the most appropriate decisions to be made, ranging from what the best term is for a project to how to systematize a technical process. In the final analysis, localization on a day-to-day basis is made up of many micro-decisions that together allow us to optimize quality and time invested.

The ability to research and be curious is another skill that is appreciated in localization. I have constantly figured out things by trial and error,



touching buttons and doing things here and there. Doing so eventually allowed the discovery of even better solutions by widening my base knowledge. Navigating mixed situations is part of this process and you should be prepared to maybe not have the answers but the initiative to look them up.

*In exploring localization training schools and programs, one can find a myriad of them in the United States and in Europe, so choosing the ideal program to specialize in localization may seem daunting. What three specific courses/training should a good localization school/program offer that aspiring localization professionals should look for when exploring them?*

I think localization programs should start teaching about project management and all concepts related to it. Project management addresses relevant topics, such as time management, risk management, and budgeting, that any professional in the field should understand and work with. It is also worth learning about agile methodologies, which are becoming more and more important in project management these days.

In addition, technology in localization is increasingly gaining momentum. It is rare to hear about concepts like regular expressions, segmentation rules, programming languages, and scripts in regular curricula, but they are remarkable assets in this field that serve both linguistically and in localization management.

Finally, I consider the development of soft skills to be very relevant. Professionals must have the ability to perform using assertive communication, leadership skills, management of complicated situations, and other abilities that allow them to interact in a teamwork environment, both internally and with clients and suppliers.

## Closing

Thank you so much for granting us this interview for the ATA TCD newsletter. Your input and advice will give T&I professionals new perspectives to understand project management and localization in Latin America. This is valuable information on what to look for in localization programs for those translators and interpreters who may want to acquire the relevant skills for working in the localization industry.

[Reviewer of this article: Paul Merriam]

## Contributors' bios:



*Rosario Charo Welle is an accredited LATAM & U.S. Spanish cross-cultural communication and language consultant with nearly 30 years of experience, specializing in the translation and localization of corporate, institutional, and public communications, marketing, and education content. Charo's accolades include translation awards from the Texas School Public Relations Association (TSPRA), the 2006 ATA's School*

*Outreach Award, the 2014 ATA's Harvie Jordan Scholarship, and the 2019 Hispana Realizada's Hispanic Women Inspiration award. Charo holds a NYU Translation Certificate, a Denver University BA in Communications. She's currently pursuing a MA in Communication Management with a Concentration in Marketing and Professional Certificate in Creative Writing. Since joining ATA in 2001, Charo has been recognized for her valuable contributions to the language industry by actively promoting the ATA's goals through serving in significant leadership roles, including deputy chair of the ATA's Professional Development Committee and ATA's Audiovisual Division Public Relations Coordinator. Charo also serves on the Board of Directors of the Hispana Realizada Foundation (HRF). Contact: charowelle@veraswords.com.*



*Gloria Cabrejos is an English>Spanish translator and copyeditor. She holds a certificate in translation studies (English<<Spanish) from Centro de Estudios Montmartre (Lima, Peru), a certificate in Spanish Editing and Proofreading from Universidad de Piura, and a certificate in Publishing Studies from Escuela de Edición de Lima. Her areas of specialization include community relations,*

*mining, oil & gas, and the environment. She is the current vice president of the Peruvian Association of Professional Translators (ATPP). Gloria served as editor of Intercambios (October 2018-February 2021), the newsletter of ATA's Spanish Language Division. She currently serves on the ATA Professional Development Committee, is a mentor in the ATA Mentoring Program, and a member of the ATA Translation Company Division Leadership Council. Contact: gloria.cabrejos@gcktraducciones.com.*

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IMAGE SOURCE: [freepik.com](https://www.freepik.com)

## *Thank you, volunteers!*

Our thanks to the ATA-TCD leadership council Marina Ilari, Alaina Brandt, Monika Popiołek, Ray Valido, Graciela (Grace) Isaia y Ruiz, Cynthia Penovi, Paula Penovi, Afaf Steiert, Gloria Cabrejos, Garry Guan, Thu Maulden, Jose Varela-Ibarra, Aniella Vivencio, and Charo Welle. Our thanks to webmaster Luciano Oliveira for managing the [ATA-TCD website](http://ata-tcd.com).

### Call for Social Media!

Curating relevant and up-to-date content for TCD social media accounts on LinkedIn, Twitter, and Facebook requires the contributions of many. Have you encountered an article or piece of media that you believe is relevant to our Division? When you do, please consider submitting the item to the [ATA-TCD Social Media Posts](#) web form!

Items submitted will be reviewed by the TCD Communications Committee prior to being posted on social media accounts. Submission does not guarantee that the item will appear on TCD social media accounts.

### Other ways to get involved?

ATA-TCD is solely supported by volunteer-members. Please get involved!

- Help moderate our social media channels
- Write blog articles
- Present [webinars](#)
- Volunteer at the [ATA Annual Conference](#)
- Join the Leadership Council
- Plan events like the annual ATA-TCD dinner
- Save the date for the #ATA63 in-person in Los Angeles: October 12-15, 2022!

If you are interested in one of these or other opportunities and want to learn more, [contact us](#).





## Connect with us!

As a member of ATA's TCD, you have a great opportunity to network with other companies, translators, and professionals. To do so, you will need to have a LinkedIn account and ask to join our Group. Find the link for it [here](#).

\* Once you have asked to join the ATA TCD group, our leadership council will validate that you are an ATA-TCD member and grant you access to the group.

If you have any questions, feel free to contact us at [divisionTCD@atanet.org](mailto:divisionTCD@atanet.org) with your full name and your ATA member number.

- Join the division: <https://www.atanet.org/divisions/>
- Visit our [website](#)
- Read our [newsletter](#)
- Follow us on [Twitter](#)
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