VIJA G. MENDELSON

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Education

M.S. Library Science	University of North Texas; Denton, TX [4.0 GPA]	May 2019
Ph.D. Hispanic Literatures & Linguistics:	University of Massachusetts; Amherst, Massachusetts [4.0 GPA] Research Interests: International Education, Intercultural Communication, Second Language Acquisition Dissertation: "Spain or Bust? Assessment & Student Perceptions of Out-of-class Contact & Oral Proficiency in a Study Abroad Context"	completed November 2003 degree date: May 2004
M.A. Hispanic Literatures & Linguistics:	University of Massachusetts; Amherst, Massachusetts [4.0 GPA]	May 2001
B.A. Spanish, French:	Tufts University; Medford, Massachusetts magna cum laude in both Spanish and French [3.73 GPA]	May 1997
Studies Abroad:	Universidad de Oviedo, Graduate Student Exchange; Oviedo, Spain UMass Amherst Salamanca Summer Program; Salamanca, Spain Council on International Educational Exchange; Seville, Spain New York University in France; Paris, France	October 2002-May 2003 July 2000 January-May 1996 September-December 1995
Honors/Awards:	Above & Beyond Employee Award; Austin Public Library Winner, Distinguished Teaching Award; UMass Amherst Certificate of Appreciation, Continuing Education; UMass Amherst Nominee, University Fellowship; UMass Amherst The Laminan Prize in Romance Languages; Tufts University National Merit Scholar; GE STAR Scholarship recipient	October 2017 April 2001 January 2001 April 2000 April 1997 May 1993

Professional Experience

Senior Learning Experience Designer [Arrive Logistics] Design dynamic eLearning courses for company-wide Onboarding and Continuing Education initiatives; build and maintain L&D knowledge base, including online information guides, FAQs, and videos; work with SMEs to identify performance gaps and design engaging learning solutions; design and manage all courses and reporting in Workday Learning (Lead LMS Admin); lead development of processes and standards to streamline content creation and deployment; manage projects to ensure timely and effective results (CAPM); support and train company trainers to increase knowledge and improve skills; create tools for needs assessment and program evaluation; design and implement digital badging program for employee engagement	January 2023-present
Learning Experience Designer [Arrive Logistics] Built dynamic eLearning courses for company-wide Continuing Education initiatives; created online information guides, FAQs, and videos; designed and administered 50+ programs/courses in Workday Learning; supported and trained company trainers to increase knowledge and improve skills; created decks and ancillary materials for training and professional development; designed and implemented digital badging program for employee engagement	November 2021-December 2022
Reference Librarian [Central Library, Austin Public Library] Provided in-person and online reference support, research, and training; promoted collection engagement through reader's advisory, reading lists, displays, and monthly book club; created online information guides, FAQs, and videos; supported equity/diversity/inclusion through programs, outreach, and language access training initiatives; translated and edited public information for library website and City social media to reach Austin's Spanish-speaking community	January 2020-November 2021
Academic Instructional Librarian, Hourly [ACC Campus Library Services, Austin Community College] Provided online reference services to students, faculty, and staff; assisted with collection maintenance, subject bibliography, information literacy support, web/wiki page maintenance, special projects, and reports; maintained records and statistical data	September 2019-December 2020
Intercultural Initiatives Specialist [Academic Programs International/API Abroad] Designed and implemented co-curricular digital badging/eLearning program on Moodle for high school and college students focused on community engagement, intercultural learning, and leadership; supported students' digital literacy development; created online course for international service-learning program; translated academic and legal documents from Spanish to English and vice versa; conducted oral proficiency interviews	March 2017-March 2020

Professional Experience [cont'd]

Library Associate [Spicewood Springs Branch, Austin Public Library]   December 2018-January 2020
  Performed library circulation and page tasks; provided quality customer service and referred patrons to
  appropriate resources for reference and reader's advisory; offered community programs and staff training;
  assisted with outreach, collection management, and special projects

Administrative Assistant [Yarborough Branch, Austin Public Library]   May 2017-December 2018
  Performed library circulation and page tasks; provided quality customer service and referred patrons to
  appropriate resources for reference and reader's advisory; offered community programs and staff training;
  assisted with outreach, collection management, and special projects

Director of Experiential Programs [Academic Programs International/API Abroad]   August 2015-March 2017
  Conducted periodic staff training; developed online curriculum on Moodle for international service-learning
  program; redesigned and ran student leadership program focused on intercultural learning and outreach;
  led university group trips to Cuba; developed new program options and liaised with overseas partners to prepare
  programs; designed cultural learning resources; managed bloggers and authored blogs; designed marketing
  materials; directly advised individuals seeking to teach/work/volunteer abroad; performed data analysis and
  created enrollment reports; outlined and implemented program budgets; conducted oral proficiency interviews;
  assisted with program recruitment at university events; translated academic and legal documents from Spanish
  to English and vice versa; earned certificate from the "Experiential Education Academy"

Program Manager & Director of Intercultural Initiatives [Academic Programs International/API Abroad]   January 2009-August 2015
  Directly advised students seeking to study abroad; reviewed student applications; managed student data and
  liaised with overseas staff to prepare programs; developed resources for programs in new locations; helped train
  overseas staff; created and ran student leadership program focused on intercultural learning and outreach;
  led university group trips to Cuba; conducted oral proficiency interviews; assisted with program recruitment at
  university events

Director of Academic Affairs & Assessment [Academic Programs International/API Abroad]   May 2004-January 2009
  Developed online orientation and cultural/language learning resources on proprietary LMS; collected student
  feedback and analyzed evaluation data for internal quality improvement; conducted research and disseminated
  findings within the International Education community; presented sessions and workshops at International
  Education conferences and events; published articles in journals in the field and wrote in-house publications;
  prepared training materials for API staff both stateside and overseas; served in leadership positions within
  NAFSA and the Forum on Education Abroad; assisted with conference planning and volunteer training for NAFSA
  and the Forum on Education Abroad; reviewed scholarship applications and determined awards; conducted oral
  proficiency interviews; assisted with program recruitment at university events

Copy Editor & Contributing Writer, Spanish language textbooks & online ancillaries [Vista Higher Learning]   April 2004-April 2011
  - Aventuras, 2/e
  - Descubre, Media Edition
  - Enfoques, 2/e
  - Imagina, 2/e
  - Panorama, 3/e
  - Vistas, 2/e & 3/e

Translator, GEAR UP Parent Orientation Slideshow Modules [National Hispanic Institute]   August 2006

Consultant [KUT radio]   February 2005
  Briefed reporter on cultural adjustment theories; contributed to an NPR radio feature on reverse culture shock

Intercultural Trainer [UMass Amherst & Boston Area Study Abroad Advisors]   September 2003-May 2004
  Designed and implemented cross-cultural training sessions for Spanish language students; facilitated "Strangers
  in a Strange Land" orientation workshops with Carol Lebold of the IPO; planned and facilitated activities for the
  2003 Metro Boston Students Study Abroad Reentry Conference

Teaching Associate [T.O.], Elementary Spanish I & Intermediate Spanish I [UMass Amherst]   September 2003-May 2004 &
  Created and implemented lesson plans for class instruction; corrected students' written and oral production;   September 1998-May 2002
  advised students on academic and study abroad choices; provided recommendations for students' applications

Teaching Assistant, Intermediate Intensive Spanish [Smith College]   September 2003-May 2004 &
  Taught bi-weekly classes in daily intensive course, alternating instruction with Smith lecturers;   September-December 2001
  corrected students' written and oral production; provided recommendations for students' applications

Professional Experience [cont'd]

Acting Director, 2004 Oviedo Program [UMass Amherst in Spain]   November 2003-May 2004
   Replaced faculty Director as liaison with home university, host university, and all participants;
   prepared program operating budget; supervised Resident Director

Editorial Reviewer, Spanish language textbooks   October 2001-April 2004
- Nexos [Houghton Mifflin Publishing Company]
- De Nuevo: Spanish for High Beginners & Trato Hecho, 3/e [Prentice Hall]
- Facetas & Revista: Conversación sin barreras [Vista Higher Learning]
- Más allá de las palabras [Wiley]

Resident Director, 2003 Oviedo Program [UMass Amherst]   October 2002-May 2003
   Provided complete administrative support for students on-site; organized excursions and cultural activities;
   served as liaison between students and host families; administered program activities budget

Assistant Director, 2001 & 2002 Salamanca Summer Programs [UMass Amherst]   October 2000-September 2002
   Processed all applications and maintained student files; designed promotional and informational materials;
   provided complete administrative support for all participants at home and on-site; led weekend excursions;
   served as liaison between students and host families/residence staff; supervised T.A.s and undergraduates

Language Coordinator, Intermediate Spanish I [UMass Amherst]   September 2000-May 2002
   Created quizzes and exams for all sections [10]; provided instructional and examination materials to T.O.s;
   advised T.O.s on student issues and problems; held regular meetings to help new T.O.s plan classes

Teaching Assistant, Elementary Spanish I & III [Amherst College]   September 2000-May 2001
   Led bi-weekly and weekly discussion sections; corrected students' written and oral production

Teaching Associate, Conversational Spanish [UMass Amherst Salamanca Summer Program]   July 2000

Assistant Manager, The Museum Company [Burlington, MA]   October 1997-August 1998
   Supervised staff of 4-5 sales assistants; provided customer support and service; processed receivables;
   reconciled cash register receipts

Box Office Manager, Balch Arena Theater [Tufts University; Medford, MA]   September 1996-May 1997
   Supervised staff of 8-10 assistants; provided customer support for season subscriptions and ticket sales

Publicist, Balch Arena Theater [Tufts University; Medford, MA]   September 1996-May 1997
   Wrote all press releases for mainstage theater productions and affiliated children's theater groups;
   prepared press packets for reviewers attending productions

English Conversation Tutor [Instituto San Isidro; Seville, Spain]   February-May 1996

Language Skills

Arabic – Elementary Proficiency
French – Minimum Professional Proficiency
Portuguese – Limited Working Proficiency
Spanish – Native or Bilingual Proficiency
(Per U.S. Department of State Language Proficiency Definitions)

Presentations, Publications, Professional Service & Training

Please visit my LinkedIn page for details on my presentations, publications, professional service, and training.
https://www.linkedin.com/in/vmendelson