

DEBI SHOSTAK

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Adaptive | Charismatic | Authentic | Inspiring | Dedicated | Creative | Resourceful

Self-starter and engaging professional with an impressive and multifaceted career history as business owner. Notable experience and familiarity with the arts, sciences, education, and legal realms. Built reputation for trust, organic personality, and ability to bridge cultural divides. Impressive work ethic with commitment to business demands and confidentiality. Organized, self-motivated and thrive in a dynamic environment. Strategic ability to collaborate with internal and external partners in support of the business, employee, and stakeholder needs. Eager to grow and be challenged professionally with willingness to be trained and developed.

COMMUNICATION & COLLABORATION

- ~ Confident and polished communication style - able to connect and network quickly with multicultural clients, stakeholders, and colleagues.
- ~ Molds communication style to meet the unique needs of the consumer and situation.
- ~ Career history communicating and collaborating with consumers and colleagues in a vast array of situations.
- ~ Upholds utmost confidentiality during all consumer interactions to establish and build trust.

RELATIONSHIP MANAGEMENT & CLIENT RELATIONS

- ~ Quickly connects and forms relationships with clients, outside stakeholders, and fellow colleagues to collectively work toward common goals.
- ~ Exhibits outstanding customer service and client relations in all aspects of business.
- ~ Customer-centric, utilizing a consultative approach to uncover needs, understand organizational demands, and position self to deliver the most positive impact.

PROBLEM SOLVING & CONFLICT RESOLUTION

- ~ Think quickly and outside-the-box to devise innovative strategies to complex business and client issues.
- ~ Showcase ability to remain professional and collected in challenging, stressful, and intense situations.
- ~ Passionate problem solver, capable of prioritizing and delivering solutions in a fast-paced environment.

BUSINESS MANAGEMENT & DEVELOPMENT

- ~ Demonstrated success inside a 20-year strong personally ran interpreting business.
- ~ Formulate moderately complex, competitive, and effective strategies consistent with the business and unique needs of the client/project.
- ~ Establish procedure and practices that promote adoption of appropriate solutions to lingering business problems and situational concerns.
- ~ Ensure effective controls are developed and maintained to uphold integrity of the organization.

HIGHLIGHT OF SKILL SET

Business Development
Consumer Relations
Client Relations
Relationship Building
Stakeholder Engagement
Budgeting
Event Planning
Crisis & Conflict Management

Sales & Marketing
Networking
Leadership
Problem Solving
Needs Assessment
Strategy Planning
Community Resources
Team Work

Confidentiality
Cultural Awareness
Assessing Comprehension
Bilingual Communication
Interpreting
Emotional Resilience
Negotiation
Polished Communication Style

PROFESSIONAL HISTORY

ENTREPRENEUR & INTERPRETER | Independent Contractor | 1995 – Present

Grew business from the ground up, leveraging talent and innate skills to build relationships, overcome business challenges, and achieve year-over-year growth. Extensive collaboration and understanding of the non-profit realm. Facilitate all aspects of business development and ownership including budgeting, marketing, sales, contract negotiation, and pipeline development. Achieve desirable outcomes alone or in groups – working in tandem with other interpreters, business stakeholders, and client. Interprets with no supervisor – making sound decisions in the moment.

- ~ Co-chaired major Deaf Interpreting Conference at Villanova University – managing 6 committees with 280 people.
- ~ Built network from 1 agency to over 30 due to innate business and financial acumen.
- ~ Created videos for FEMA, insurances, and government agencies with thousands of viewers.
- ~ Expert-level interpreting at events with hundreds in the audience.
- ~ Extensive work in the legal field and with Special Victims Unit – showcasing understanding of courtroom procedures and necessary laws. Working strategically to gain the best outcome for the client.
- ~ Comprehension of visual language and communication forms influenced by region, culture, age, literacy, education, class, and physical, cognitive, and mental health.
- ~ Act quickly during crisis situations to advocate for client, uphold legal liabilities, and respond appropriately in immense ethical quandaries.
- ~ Generated expert-level outcomes within medical, mental health, theater, platforms, videos, and schools with notable experience in legal settings - court, hearing, trials, depositions, and mediations.

Early Career:

AMERICAN SIGN LANGUAGE TEACHER | Deaf Hearing Communication Centre, Swarthmore, PA

- ~ Best Rookie American Sign Language Teacher – Award

LABORATORY ASSISTANT – INTERPRETING PROGRAM | Community College of Philadelphia, Philadelphia, PA

TEACHER ASSISTANT & AMERICAN SIGN LANGUAGE TEACHER | Pennsylvania School for the Deaf, Philadelphia, PA

EDUCATION

BACHELOR OF SCIENCE in BIOLOGY | Ursinus College, Collegeville, PA

ASSOCIATE IN FINE ARTS | Montgomery County Community College, Blue Bell, PA

- ~ Dean's Honor List

INTERNSHIP EXPERIENCE

- ~ Cornell University's Shoals Marine Laboratory – Field Ornithology
- ~ Upper Schuylkill Valley Wildlife Center – Wildlife Rehabilitation

CERTIFICATIONS

- ~ Registry of Interpreters for the Deaf - Certified Deaf Interpreter (CDI)
- ~ Registry of Interpreters for the Deaf - Conditional Legal Interpreting Relay – Permit (CLIP-R)
- ~ Pennsylvania's Judicial Administration - Administrative Office of Pennsylvania Courts (AOPC)

REGISTRATIONS

- ~ Registry of Interpreters for the Deaf (RID) – Nationwide
- ~ Commonwealth of PA Office for the Deaf & Hard of Hearing (ODHH) – Statewide

COMMUNITY SERVICE & AWARDS

- ~ Montgomery County Community College Day Care Center - Volunteer
- ~ Ursinus College - Lab Animal Caretaker – Volunteer
- ~ Upper Schuylkill Valley Wildlife Center - Wildlife Care