

**Cynthia Grover**

CISA PMP Ph.D. M.A. M.A. B.A.

<b>YEARS EXPERIENCE:</b>	Editing and Proofreading	17
	Process Management & Improvement	14
	Audit	4
	Translation (FR-EN, DE-EN, NL-EN)	7
	Teaching	15
	Project Management	14
	Information Technology	18
	Linguistics Research & Engineering	13

**EMPLOYMENT**

- 2017- English editor for monitors and auditors of EU (European Union) environmental projects:
- auditors' letters and reports on monitoring project progress and output
  - ESL audit reports by Latvian, Estonian, Lithuanian, French, and Dutch speakers
- 2013- English editor for [www.scribendi.com](http://www.scribendi.com) and private clients:
- international treaties, project reports, legal letters and briefs, academic articles, scientific texts, theses, and proposals, business procedures, financial reports and newsletters, websites, and university applications
  - 600,000+ words in standard dialects: UK, Australian, US, and Canadian English
  - ESL texts by French, Dutch, Spanish, German, Japanese, Arabic, Chinese, Norwegian, Finnish, Romanian, Congolese, etc. speakers
  - on call editor for European Union personnel (administrative assistants, diplomats)
- 2013- Translator of Dutch, French, and German into English. Examples of translation work:
- FR-EN: an autobiography, [a 100 page website](#), an [academic institution's home page](#), and [academic articles on bioethics for publication](#), and an expert medical and legal witness document to be submitted to the Supreme Court of Canada
- NL-EN medical examination records
- DE-EN a short theatre script for a Belgian translation company
- 2013- Exam preparation tutor for [Manhattan Elite Prep](#), [Jefferson Academics](#), and private clients:
- tailor-made Cambridge exam (FCE, CAE, CPE, IELTS), GRE (Graduate Record Examination), SAT (Scholastic Aptitude Test), and GMAT (Graduate Management Admissions Test) coaching in Belgium and elsewhere
  - European Union EPSO and promotion exam preparation (written and oral presentations)
  - preparation of interpreters for the EU 'retour' exam (from the native language to English)
  - preparation for university exams (analysis of questions, strategies for answering)
- 2012- English examiner for language schools:
- English placement tests for business and for a university research project on vocabulary
  - EPSO (European Personnel Selection Office) examiner: speaking and writing
  - Examiner for Cambridge English (speaking) for FCE, CAE and CPE exams
- 2012- English teacher for [Communicaid](#), [CLL](#), [BLCC](#), [heydays](#), [My Sherpa](#), and private clients:
- writing, speaking, pronunciation, oral presentations, job interviews, and exam preparation

- domains: audit, project management, prudential, actuarial, sales, medicine, law, academia, business, diplomacy, finance, negotiation, politics, administration, and informal English

Clients (direct and sub-contracted):

- EU project auditors, Members of the European Parliament, Belgian government and EU ministry staff, CEOs, legal counsels, legal translators, actuaries, human resources directors, IT and administrative staff, nurses, pathologists, and sales managers

- 2008-12 BELGACOM (Renamed PROXIMUS in 2014) – Expert Internal Auditor, specialized in IT audits:
- audits on: IT software management, IT security, project management organization, major telecom projects, company mergers, international branch management, and sales processes
  - designated departmental authority on English (all audit reports were written in English)
- 2006-08 BELGACOM – Senior IT Service Level Manager & Project Manager:
- business process management, namely, re-engineering processes for business-critical software
  - project manager of projects for 10 applications, with development offshore in India
- 2001-06 BELGACOM – Senior IT Process Analyst: Project Management Process specialist:
- design and implement the IT project management (PM) process and key performance indicators for three merging departments (2500 people); write a website, design metrics and training
  - set up a PM Competence Center for IT (1000 people) for Project Management Institute practices
  - PM tool selection and design of the PM process for implementation with purchased software
- 1999-01 BELGACOM – IT Process Analyst: IT Training Process:
- responsible for the process of training staff to use company software (18,000 potential trainees)
  - set documentation standards for processes and create tools (templates, guidelines)
  - design and create a process improvement website for the major IT processes
- 1995-99 LERNOUT & HAUSPIE SPEECH PRODUCTS – Research Engineer & Project Manager:
- run a 1.3 million euro Belgian joint government-industry linguistics research project
  - design and compile speech databases for 6 languages (EN, FR, NL, DE, SP, and IT) with a view to improving automatic speech recognition and text-to-speech synthesis
  - write programs, design and conduct experiments to compile databases and ensure their quality
  - write technical manuals as web pages and printable documents
  - manage technicians' speech and bibliographic database work (40 person-years)
- 1993-95 INSTITUTE FOR HUMAN-MACHINE INTERACTION, Technische Universiteit Eindhoven – Fellow:
- research on German and Dutch speech sound durations
- 1991-95 MEMORIAL UNIVERSITY OF NEWFOUNDLAND (MUN) – Director, Language Laboratory:
- manage a university language laboratory (1500 student-hours/ week, 40 employees, and 40 audio courses in FR, DE, SP, RU, EN, and IT)
  - redesign the laboratory to include multi-media, prepare budgets, and report on laboratory use
  - write a technical manual on how to run the laboratory and all its equipment
- 1989-92 DEPARTMENTS OF PSYCHOLOGY, LINGUISTICS, and FRENCH AND SPANISH, MUN – Lecturer:
- teach linguistics, psychology and French to 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> year university students
- 1986-91 DEPARTMENT OF PSYCHOLOGY, MUN –Teaching Assistant (TA):
- conduct experiments on kinesthesia, speech organ and limb movements
  - write programs for real-time speech data collection and analysis (in C)
  - assist in teaching psychology courses to university students
- 1984-88 DEPARTMENTS OF PSYCHOLOGY & LINGUISTICS, UNIVERSITY OF CALGARY – TA:
- teach statistics and linguistics to 1<sup>st</sup> year university students
- 1979-80 CAROLINE VON HUMBOLDT GYMNASIUM, Minden, Germany – English teacher:

- Foreign language assistant for EN, placed by the British Council

1975-77 HALIFAX GRAMMAR SCHOOL, Halifax, Canada – Private tutor:

- Remedial tutoring for students aged 13–18 in FR, EN, geography, maths, and history

## **PUBLICATIONS AND EDITING WORK**

See the full list of my publications at <http://12workinenglish.com/about12work.html>. The examples below provide a taste. In addition, I wrote and edited six English internal audit reports a year for four years for the Board of Directors at Belgacom (about 573 pages). At the request of my department, in 2010, I wrote *English Writing Tips*, a 15 page aid for writing audit reports in English.

Grover, C. (2018). Learning English in Belgium. *Language Issues*, 28(2), 49–51.

Grover, C. (2016). [Preposition Song](https://youtu.be/W0DYFKCu4Y0): Where is the coffee machine? <https://youtu.be/W0DYFKCu4Y0>

Fackrell, J., Vereecken, H., Grover, C., Martens, J-P., Van Coile, B. (2002). Corpus-based development of prosodic models across six languages. *Improvements in Speech Synthesis. COST 258: The Naturalness of Synthetic Speech*, Keller, E., Bailly, G., Monaghan, A., Terken, J. & Huckvale, M. (eds.). John Wiley & Sons, England. pp.176–185.

Grover, C. & Craske, B. (1992). Sensing tongue position. *Perception*, 21, 661–670.

Grover, C., Jamieson, D.G., & Dobrovolsky, M.B. (1987). Intonation in English, French, and German: Perception and production. *Language and Speech*, 30, 277–295.

## **EDUCATION**

The language of instruction for all diplomas was English. Thesis titles are in italic font.

- 1986-91 Memorial University of Newfoundland  
Ph.D. Psychology. *The Role of Kinesthesia in the Organization of Speech Organ Movements.*
- 1983-86 University of Calgary  
Ph.D. Psychology (1<sup>st</sup> year—withdrew to move with British husband)  
M.A. Linguistics. *Perception & Production of Intonation in English, French, and German.*
- 1977-81 Oxford University (St. Catherine's College)  
M.A. Modern Languages (French and German)  
B.A. Modern Languages (French and German)
- 1970-77 Halifax Grammar School (Grade 12: Governor General's Medal: top of class)
- 1966-69 Toronto French School (3 years French immersion, 2 years Russian)

## **OTHER EXAMINATIONS AND PROFESSIONAL QUALIFICATIONS**

- 2016 Cambridge English Examiner (First (FCE), Advanced (CAE), Proficiency (CPE))
- 2014 [www.upwork.com](http://www.upwork.com) language competence tests:
- 1<sup>st</sup> place of 280,703 test takers: US English vocabulary
  - 1<sup>st</sup> place of 857,462 test takers: US English spelling
  - 1<sup>st</sup> place of 1,330,022 test takers: US English - Basic
  - In the top 1% of 119,371 test takers: UK English - Basic
- 2010 CISA Certification (Certified Information Systems Auditor)
- 2007 ITIL Foundation Certification (Service Level Management)
- 2005 PMP (Project Management Professional) accreditation by PMI
- 2004 IT project management process maturity: Belgacom was Best in Class of 39 Belgian and French companies (survey results of Davoise and Company, Brussels, Belgium)
- 2004 Spanish Year 1: passed (ISTI, Brussels)
- 1985 Graduate record examination (GRE): in the top 1% on the analytical component
- 1976 Preliminary scholastic aptitude test (PSAT): in the top 1% (verbal) and top 3% (analytical)

- 1974-77 Dramatic work before a public audience:  
 - Director and writer of the play my school entered in the Nova Scotia Drama Festival  
 - Acting roles: Lady Bracknell and Mrs. Sun
- 1975 Royal Conservatory of Music (Canada): Grade 8 Piano, Grade 3 Theory of Music

**TRAINING AND CONFERENCES**

- 2016-17 Training for Cambridge English speaking examiners (at CLL)  
 2013-17 Courses on aspects of teaching a second language (at CLL and Het Talenhuis)  
 2013 Editor training course (70 hours, 145 modules, average score 94%, at [www.scribendi.com](http://www.scribendi.com))  
 2009-11 Various courses on aspects of IT Auditing and Project Management  
 2008 Writing Audit Reports course, offered at Belgacom (now Proximus)  
 2002-06 Business Process, Soft Skills and Management courses, Belgacom (Proximus) and Gartner

**LANGUAGES**

Language	Speak	Read	Write	Proficiency
English	√	√	√	Native
Dutch	√	√	√	Expert: C1-B2
French	√	√	√	Expert: C2-C1
German	No longer	√	√	Not spoken in 20 years; it would take one month in Germany to revive it
Spanish	√	√	√	Elementary

**TEACHING OVERVIEW 1975–2017**

Student`s native language	Course themes
German, Greek, Arabic, Farsi, Spanish, Basque, Vietnamese, Italian, French, Dutch, Polish, Bulgarian, Finnish, Catalan, Romanian	Pronunciation, prosody (intonation, phrasing), vocabulary (general, business, legal), grammar
Dutch, French, Japanese, Basque, Spanish, Romanian, Latvian, Bulgarian, Arabic, Kikuyu, Congolese, Russian, Catalan, Romanian	Writing reports, theses, memoranda, letters and emails (government, business, audit, academic)
Basque, Vietnamese, French, Greek, Spanish, Dutch, Romanian, Hungarian, German, Bulgarian, Finnish	How to prepare and deliver an oral presentation and how to chair a meeting
Spanish, French, Dutch, Italian, Hindi, Russian, Polish	Mock job interview, written and oral exam
Spanish, French, Italian, Vietnamese, German, Dutch	How to prepare a CV and cover letter

**PERSONAL DATA**

**NAME:** Cynthia Grover  
**CITIZENSHIP:** Belgian and Canadian  
**LANGUAGES:** English, Dutch, French, German (written), Spanish (elementary)  
**COMPUTER LANGUAGES:** C, Pascal, Basic, awk  
**FAMILIAR SOFTWARE:** SPSS, SAS, BMDP, Access, MS Project, MS Office, Sea Monkey  
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