



# Multi-Languages Corporation

**Annual Conference**

*Languages - Innovation - Technology*

University of Toronto  
St. Michael's College  
81 St. Mary Street,  
Toronto, ON M5S 1J4  
Saturday, September 21, 2019

[www.multi-languages.com](http://www.multi-languages.com)

# AGENDA

Languages and Technology - Saturday, September 21<sup>st</sup>, 2019

## 8:00 - 9:00 Registration, Breakfast, & Networking

9:00 - 9:15 Opening Remarks  
Multi-Languages Director **Lola Bendana**

9:15 - 10:00 Interpreting the Future:  
Challenges and opportunities in the  
interpretation sector of the Translation Bureau **Justine Bret**

10:05 -10:45 Localization at the Enterprise Scale **Oleksandr Pysaryuk**

## 10:45 -11:20 Green Smoothies with Health Coach Otilia Kiss

11:20 -12:00 Leveraging Technology **Sergio Bendana**

12:00 - 12:40 Cross-cultural Leadership Skills  
in Language Interpretation **Rony Gao**

## 12:40 -1:35 Lunch, & Networking

1:35 -2:05 Remote Interpreting: Debunking  
the Myths and Seizing the Future **Xiang Gu**

2:05 -2:25 Alors MemoQ, eh? **Sandra Paulini**

2:30 - 3:00 Effective Translation Management **Kathy Dostaler**

## 3:00 -3:20 Snacks & Networking

3:20 - 3:45 Increase your Translation Productivity  
with Trados Studio 2019 **Kathleen Cotter**

3:50 - 4:40 Through the Walls and Around  
the World: The Power of Live  
Multilingual Streaming **Ewandro Magalhaes**

## 4:40 - 5:40 Awards - Raffle - Celebration - Networking

# Justine Bret

## Translation Bureau of Canada - Federal Government

### Interpreting the Future: challenges and opportunities in the interpretation sector of the Translation Bureau

Justine Bret has been a staff conference interpreter at the Translation Bureau since 2002 and was senior interpreter at the Conference Interpretation section from 2011-2017. She has taught consecutive and simultaneous interpretation at the Master's in Conference Interpretation of the University of Ottawa. She is Acting Director of the Conference Interpretation Service of the Translation Bureau since 2017. She holds a Master's degree in Conference Interpreting from the University of Ottawa.



# Oleksandr Pysaryuk

## Ceridian

### Localization at the Enterprise Scale

Starting with an overview of what localization and internalization of software means, the presentation will take the audience on a journey an organization of any size, from startup to large-scale enterprise, embarks on as it grows globally. What does globalization readiness of business and product mean? How does international product management come into play? When and how do you establish the discipline of continuous and connected localization? What does the global journey look like on the localization maturity map? Such and similar questions and concepts will be uncovered, exemplified, and demystified



Oleksandr Pysaryuk is a localization manager at Ceridian, an award-winning human capital management technology company serving organizations across the globe. Previously, he was the localization manager at Achievers, provider of the cloud-based Employee Success Platform. Oleksandr has 15 years of experience in software localization, on the buyer and service provider sides. Before joining Ceridian, he was a localization analyst at BlackBerry and has also held many localization management roles at LanguageScientific, Logrus, and bodybuilding and powerlifting sports federations in Ukraine. Oleksandr holds an MA in linguistics and translation studies, and taught translation at a university in Ukraine. He is organizing the Localization Unconference Toronto.

# Sergio Bendana

## Multi-Languages Corporation

### Leveraging Technology

The phone in your pocket has more computing power than the super computers that put astronauts on the moon. You have access to virtually all the knowledge of human history, and an artificial intelligence assistant in your pocket, and yet most people barely use 10% of their phone's capabilities. The focus of this talk will be on key technologies that you can use to leverage your business to increase productivity and efficiency, ultimately getting more done and winning you back valuable time!



If your phone died tomorrow, how would you feel? What about your laptop? Are all the important things on it backed up, like your translated files, contracts, Translation Memories, pictures, contacts, reminders, calendar entries, and notes? Better yet, how would you feel if your paper planner got caught in the rain, or your dog ate it? What if it was lost or stolen, or if it caught on fire? If you're worried at all, we need to talk.

What if after your phone died, you could walk into the apple store and within an hour have everything back up and running? Every single picture of your cat, reminder to send your invoice to Sergio, your top secret notes, every single setting of every app exactly as you left it. It's 2019, and if you're not living in the cloud, this talk will provide a compelling argument to join the party!

We will go over basic hardware that you'll need such as a smartphone, battery bank, headphones, laptop and monitors. We will also touch on the cloud with examples such as iCloud, Google Drive, Dropbox, Microsoft OneDrive, etc. We will then go over software programs you need to be pro at like Word, Excel, Google Docs, Google Sheets, and CAT tools. We will end with smartphone apps that will make your life easier like genius scan, mail, notes, reminders, calendar, map, and more.



**Multi-Languages Corporation's Annual Conference has been approved for:**  
**5 ATA continuing education points**  
**5.5 PD Hours by the OCCI**

Sergio is a graduate of UOIT, has attended over 50 leadership and personal development courses and has served in multiple leadership capacities over the years. Currently Sergio is the VP of Innovation and Business Development at Multi-Languages Corporation. Over the last 10 years, he has leveraged several different technologies to improve efficiency often in the 2x to 5x range. He has studied disruptive innovation for years, and has a passion for eliminating all paper!

**REMEMBER TO PAY IT FORWARD!**

## Rony Gao Conference Interpreter

### Cross-cultural Leadership Skills in Language Interpretation

Interpreters need to have a leadership mindset, as they often need to act as communication facilitators, timekeepers and cultural bridges - tasks that are all too often neglected by trainers and practitioners in the field. This presentation will demonstrate a repertoire of techniques that have proven to be effective in managing the logistics, expectations, and rapport in a typical interpreting assignment.



Rony Gao is a freelance interpreter (Chinese <math>\leftrightarrow</math> English), an ATA-certified translator and cross-cultural consultant, mainly serving clients from government, business, technology, and academia. He holds a Master of Conference Interpreting (MCI) degree from Glendon College. Having received post-secondary education in China, the US, Canada, and France, Rony offers a unique perspective on intercultural communication. A skilled and passionate public speaker, he has given presentations and workshops in Italy, the United States, Canada, China, and Mexico.

## Xiang Gu Conference Interpreter / Glendon MCI

### Remote Interpreting: Debunking the Myths and Seizing the Future

In a world of rapid and radical technological change, what skill sets do language professionals need to not only cope, but thrive? As we usher in a new era of communication, what mindset and resources can interpreters embrace to lead the change? The speaker will tackle common perceptions about remote interpreting and offer a guided tour of the remote interpreter's toolkit.



Xiang is a freelance conference interpreter and interpreter trainer. She earned her Master in Conference Interpreting degree from Glendon, York University, where she is currently an assistant lecturer and administrator. After graduating, her work as a conference interpreter has taken her coast-to-coast from business boardrooms to theater green rooms. A firm believer in continuous learning, she founded the Toronto Interpreters' Practice (TIP) group to encourage peer-driven professional development, and can be frequently seen pursuing skills-furthering opportunities in Canada and abroad. Xiang is a dynamic new professional with a unique take on the field.

## Sandra Paulini MemoQ

### Alors memoQ, eh?

Sandra is a seasoned localization professional with a 35-year involvement in the industry. She is perfectly trilingual (English, French, and Spanish), now living in Montreal.

Experienced Translator with a demonstrated understanding of translation and localization, skilled in Marketing Management, Multilingual Localization, Budgeting, and Consumer Products, as well as a strong media and communications professional. With a BA from Universidad del Salvador, Argentina, she's also held there a position as Assistant-Professor, Technical Translation, for 2 years.

Through her ongoing path at memoQ, she began as a Solutions Engineer supporting the Sales Team, and is now Key Account Manager for North and South America.



## Kathy Dostaler Hershey Canada

### Effective Translation Management

As a translation manager, prioritizing, leveraging strengths and acquiring the tools that will alleviate your weaknesses as a translator is key to satisfying both your employer and your audience. We will discuss how cost-saving initiatives, interpersonal skills, improved processes and proven translation software are key to an efficient translation centre. Also, your attitude determines your altitude: new challenges always lie ahead, embrace them without fear, call on all the resources available. Be tied to the vision, build trust, be accountable. The world is yours.

Kathy Dostaler received her BA in translation from Glendon in 2007 and has worked as a freelance translator for several high profile companies such as Canada Sports Hall of Fame, a not for profit organisation, and then in the private sector for retail oriented companies such as Nikon and Watt International before accepting permanent roles at Bulk Barn and Hershey Canada where she is now managing all components of translations, including: budget, processes, quality control, translation tools and third party vendor relations on a national level.



# Kathleen Cotter

## SDL TRADOS

### Increase your Translation Productivity with Trados Studio 2019

Business Development Manager | SDL

Kathleen has been working in the translation department in the telecommunication industry for more than 12 years. As a Translation Coordinator, I've implemented, administrated, and maintained SDL technologies for both document translation and software localization and put processes and procedures into place to increase translation productivity.



Now working as a Business Development Manager for SDL, I mainly focus on implementing SDL Translation Technologies in the Canadian corporations as well as managing the Canadian Academic Partner Program.

#### EXCELLENCE AWARD WINNERS

<b>Beatriz Figueiredo</b>	<b>Portuguese</b>
<b>Sandra Frydman</b>	<b>Spanish / French</b>
<b>Fred Jin</b>	<b>Chinese</b>
<b>Francoise Nadeau</b>	<b>French</b>

#### SPECIAL RECOGNITION

<b>Rodolphe Destomes</b>	<b>French</b>
<b>Barbara Duffus</b>	<b>French</b>
<b>Mireille Letellier</b>	<b>French</b>
<b>Sylvie Pelletier</b>	<b>French</b>



I am the "NO LIMITS" Coach

**Interested in Optimum Health?  
Try our Green Smoothies with  
Health Coach Otilia Kiss**



## RAFFLE

**SDL TRADOS LICENCE**

**memoQ Translator Pro Licence**



Approximate Value \$1,000 each licence.  
We thank SDL and MemoQ for their generous donation

# Ewandro Magalhaes

## KUDO

### Through the Walls and Around the World: The Power of Live Multilingual Streaming

Digital transformation has reached the conference halls and the whispering winds of change are being felt far beyond the walls. The technology is finally here that allows us to meet beyond geographic and language barriers. Join Ewandro Magalhaes in an exploration of the pros and cons of the new, cloud-based interpreting delivery platforms and what they mean for clients, event planners, and interpreters, in the room and beyond.



Ewandro is a conference interpreter and language services executive with 25 years of experience. He is a co-founder and VP of Communications of KUDO, a tech company that is pushing the envelope on the nascent field of cloud-based interpretation. Ewandro is the former Chief Interpreter of ITU, a specialized agency of the United Nations with headquarters in Geneva. He has served in every capacity in language services, and has become the go-to person in the use of technology in language. With a Master's from the Middlebury Institute of International Studies at Monterey, he is also a career coach, speaker, trainer and a writer with a few books to his credit. His TED Lessons have been viewed over a million times. Ewandro lives in Manhattan with his wife, two of their three children, and Freddie, the family's Yorkie.



## STREAMING EWANDRO INTERPRETED LIVE!

