



2021  
-22

# ANNUAL REPORT MCIS



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# ABOUT US

**MCIS Language Solutions (MCIS)** is a not-for-profit that has evolved into a model social enterprise and has been relentlessly pursuing its vision to remove language barriers for over 30 years. With over 70 full-time staff and a roster of over 6,000 language professionals, MCIS provides a full suite of language solutions: from language interpretation, translation and transcription to localization, training and training development for government, legal, police services and healthcare organizations.

**Statement of Purpose:** MCIS believes that language access is fundamental to ensuring public health and safety and for the full participation of all people in civic life. MCIS employs an innovative social enterprise model to improve the quality and accessibility of language services in 300+ languages to service providers. Additionally, MCIS reinvests designated surplus into free products, services, training programs, and advocacy initiatives.

**Mission:** Improve access to critical information and services through high-quality language solutions.

**Vision:** To connect people globally through languages.

## **Values:**

**Respect** – We treat others as we expect to be treated. We embrace and celebrate diversity and value each individual's unique talents and contributions. We create a workplace where our staff, stakeholders and partners enjoy equal rights and opportunities and are treated with dignity

and compassion. We foster a climate of trust and openness by communicating promptly, accurately, and honestly.

**Quality** – Our goal is to provide professional and reliable language services. We listen to truly understand the needs of our stakeholders, and create excellent and consistent stakeholder experiences. We improve our work to optimize efficiency and effectiveness for a seamless stakeholder experience.

**Collaboration** – We can only be successful when we work together. We collaborate to leverage our collective strengths and make a difference in people's lives. We value teamwork because we learn and benefit from the experience and perspectives of others. We believe in collective impact and work towards common goals.

**Accountability** – We take responsibility for our own decisions and actions. We set high-performance expectations and hold ourselves accountable for the quality of our work and the results we achieve. We assume responsibility for promised outcomes to our customers, our staff, and the society we serve. We are proactive in all that we do, big or small.

**Learning** – We are a learning organization. We maintain curiosity and pursue lifelong growth and learning to stimulate our ability to meet challenges and take opportunities in the ever-changing world. We believe a learning environment will help each individual achieve their full potential. We commit to continuous education, reflection and self-improvement as the foundation for our future success.

# MESSAGE

## FROM EXECUTIVE DIRECTOR



This year I seek your indulgence to share some personal reflections that draw parallels between my life and that of MCIS. As its longest standing employee going on 26 years, I think I have earned that privilege. The past year has been chaotic for me personally. On August 12, 2021, a day I wish had never happened, I lost my beloved husband to COVID-related complications. That he was youthful and healthy would be an understatement. He had just retired and had been raring to have a rollicking time in his retirement. He had gone to India to help his mother and received his vaccinations. The breakthrough infection he contracted, had been completely unexpected. My husband had been MCIS' greatest advocate, cheering us on from the sidelines, and making many personal sacrifices with the long hours I kept, especially in those early years.

As my world collapsed, I stayed focused on managing the chaos that ensued by prioritizing what mattered most: our daughter, my work at MCIS, and our two mothers. I moved to London and began working remotely from here while managing the financial fallout from this catastrophic event in my personal life. I started working just one week after to bring back a semblance of normalcy, doing things I was most familiar with, and connecting with my co-workers who deeply mourned my personal loss and created a circle of care around me.

Our transitions through life are both voluntary and involuntary. They all have beginnings, a chaotic mess in the middle, and then renewal. The process is not clear-cut or linear. Some folks linger longer in the chaos, others at the beginning and yet others in the renewal, and chaos can happen in the renewal phase to set off more new beginnings. My life transition was involuntary. But I have always been about renewal. For me, renewal is about moving from "me" to a less self-centered one of "we" to one that is selfless, which I will call "just be." The parallels between my personal growth and the growth of MCIS amaze me. The first decade of my career and that of MCIS' growth was all about survival, the next decade about the financial success of our social enterprise model, where we created community impact through collaboration while building a financially robust organization. I, personally, gained recognition and rewards for the success of this model. In this third decade, where life



# MESSAGE

## FROM EXECUTIVE DIRECTOR

events have forced me to seek a higher purpose in my personal life, world events have done the same for MCIS. In this era of profound uncertainty and social instability brought on by war, climate change and disease, MCIS has been profoundly moved by the need for the most vulnerable in our communities to be heard, informed, and understood. And there you have it, our newly minted social purpose!

This past year, MCIS articulated its purpose following consultations with our staff, language professionals and key community members. We will be implementing our purpose gradually over the course of the coming years so it inspires our staff team and permeates all our work. In keeping with this theme of renewal we are also making changes to the way we structurally and functionally conduct our work. We have created a new office to develop management systems (nine in total). The end result will mean transforming into an organization of knowledge workers who can access the information they need for empowered decision-making. In this phase of renewal, we will need great discipline to stay anchored to our purpose and not be tempted to slide into survival mode when our competitors pressure us to do so with low prices and poor quality.

Like me, MCIS is creating a new story of its renewal to share and launch. I do hope all of you reading this have found alignment in your personal and professional lives, and your life quakes are gentle ones. I extend my profound gratitude to all those who have supported me through my hour of need and have contributed to the impact that MCIS is making in our communities.





# MESSAGE

## FROM BOARD CHAIRPERSON



MCIS had a good year in 2021. Once again, we made our services accessible by meeting customers where they are, staying responsive and offering seamless service. Demand for remote services reached an all-time high, with requests from telehealth providers, public health agencies and vaccination lines.

Our new Remote Simultaneous Interpreting (RSI) offering, used for large conferences and town halls has continued to grow, as did schedule video remote interpreting. However, our most ambitious work was facilitating Language Advocacy Day 2022, with a broad coalition of over 200 passionate organizational and individual supporters interested in language access on February 22. Though our contribution was that of sponsorship and assistance with planning, our role served as a catalyst to inspire thought leaders from across the country, to educate an interested public on the importance of “Our Language Rights.” There were panellists from across the country and various sectors, and participants from around the globe. The day ended with NDP MPP Doly Begum declaring that she would sponsor a private Member’s bill to mark Language Advocacy Day. The Green Party included language access in its platform. MCIS is also proud to be one of the co-founders of the Global Coalition for Language Rights (or GCLR), working at the intersection of language, digital and human rights. GCLR also coordinated a Global Day of Action on February 22, 2022.

This past year, after broad consultations with our staff and subject matter experts, we articulated MCIS’ social purpose “to uphold the human right to be heard, informed and understood.” We realize, now more than ever, that we are all connected; and the more we operate in service of others, the better we serve MCIS, our individual selves as well as our communities.

The Board and Senior Management also turned their attention to staff well-being. We engaged HR consultants to conduct a salary benchmarking exercise. Staff salaries were brought close to market and these adjustments were made retroactive to July 2021.



# MESSAGE

## FROM BOARD CHAIRPERSON

MCIS was able to accomplish these amazing feats thanks to a diverse group of talented and passionate individuals. First and foremost, a heartfelt thanks to our interpreters who were warriors on the frontlines, risking their health and safety to benefit people who needed their services. We are equally grateful to our translators who displayed the highest levels of professionalism, turning around their work within extremely short timelines. A big thank you to all our technology partners who worked collaboratively to accommodate our requests, despite other pressures they were facing.

Every staff member at MCIS has been nothing short of stupendous and the IT team deserves special commendation for bringing all our services to remote settings within record time and continuing to provide technical support throughout the pandemic. MCIS' Board of Directors provided visionary and exemplary leadership, coming prepared to every meeting, and asking tough questions to ensure MCIS stayed true to its mission and did everything to mitigate all risks and to remain sustainable.

We would like to thank our funders from the Ministry of Labor, Training and Skills Development, the Ministry of the Attorney General, the City of Toronto and the Ontario Trillium Foundation for generous grants that support services for our most vulnerable, including survivors of violence and homelessness. We thank all our customers for adapting to make their services linguistically and culturally accessible, by engaging qualified language professionals.

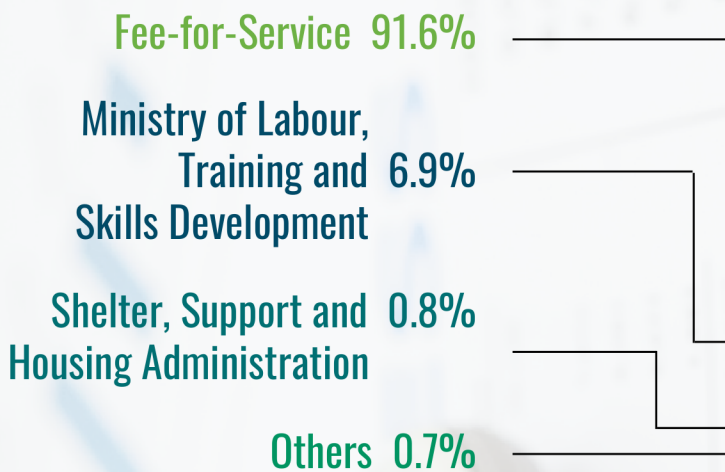
A few board members are stepping down this year. We thank Camille Jovanovic, Ken Szeto and Jasmine Attfield for their diligence and stewardship throughout their tenure and especially during this difficult year. We also thank MCIS staff members who left due to personal circumstances or to pursue other opportunities.

In the post-COVID world, we will need to reinvent how we deliver of services. Our challenges will be to remain intentional about engaging local talent, to adapt to new technology, and to provide timely and responsive services to our most vulnerable beneficiaries. We know that MCIS will continue to lead the way in providing linguistically accessible services in the coming years.



# FY2021-22

## REVENUE ITEMIZATION



Revenue Itemization	Amount	Percentage
Fee-for-Service	14,862,959	91.6%
Ministry of Labour, Training and Skills Development	1,119,166	6.9%
Shelter, Support and Housing Administration	126,170	0.8%
Senior Victims of Crime Training	47,000	0.3%
Online Training Initiative to Address Human Trafficking	51,900	0.3%
Miscellaneous / Gain on foreign exchange	13,024	0.1%
Ontario Trillium Foundation	1,779	0.0%
<b>TOTAL</b>	<b>16,221,998</b>	



# MCIS' SOCIAL IMPACT

MCIS has been working hard over the past several years to ensure that our social impact is felt everywhere and is visible in everything we do. This is clearly evident in how we conduct our everyday business and provide services to how we measure the impact in the communities we serve. Since all of our departments are deeply ingrained with a social impact mindset, our report focuses on the combined efforts in the past year by employees, customers, and communities. It is a team effort led by everyone who works for and with MCIS.

The last year has been jam-packed with adjustments, discoveries, and successes for MCIS' social impact. Despite the setbacks brought on by COVID-19, we overcame numerous obstacles, pinpointed new areas of attention, successfully implemented plans, and made significant contributions by offering free language services and undertaking language advocacy activities. The demand for our services and the feedback we received clearly demonstrated the importance of our work, its impact, and how we can use the knowledge and skills we gained over the last year to improve our work. MCIS professionals provided more than 200 hours of free services to organizations that required critical access to services.

Our training programs provided 176 individuals with specialized training in legal and medical interpretation; 227 individuals received training in assisting victims of elder abuse; and 4,027 individuals received training on anti-human trafficking and survivor support, all at no cost. MCIS delivered all of these high-quality language services with an astonishing 98 per cent overall fulfilment rate.

MCIS continues to offer several free language services through its funded Social Benefits Initiative (SBI). In 2021-22, MCIS contributed over \$50,000 in free interpretation and translation services to a total of 40 organizations and 32 individual clients.

As the market and people's needs changed, so did the nature of the services MCIS offered. For free scheduled interpretation services, counselling assignments accounted for 39 per cent of all types of projects, while assessment assignments followed at 24 per cent. Key partners that benefited from this service in 2021-22 are

# MCIS' SOCIAL IMPACT

as follows: Ottawa Independent Living Resource Centre, Newcomer Legal Clinic, AURA (Anglican United Refugee Alliance), Myanmar Indigenous Community Partners, The 519, The Stop Community Food Centre, and Settlement Services in the Bow Valley. When analyzing the top categories for translation assignments that were delivered to customers at no cost, 54 per cent comprised of COVID-19 related health assignments, followed by 27 per cent in civic participation assignments. Customers taking advantage of our free translation services included Plenty Canada, Hand Up Toronto, and Ontario Council for International Cooperation.

In addition to offering free language services, MCIS was also developing strategic partnerships and communications, as well as actively promoting public policy. We engaged over 350 individuals in conversations through our four advocacy initiatives (Language Advocacy Day lobbying event, Our Language Rights Conference and Festival, Global Language Advocacy Day #GLAD22 and Interpreter Posters). The most frequently discussed subjects at these events were health and policy, which have become increasingly important over the past two years.

What do the numbers above actually mean? First off, despite the unusual circumstances we encountered in the last two years with the COVID-19 pandemic, the increase in numbers demonstrates that our social impact plan is succeeding. We identified a sizable unmet need for free language services and established possibilities that had measurable effects.

Also, the statistics and information we receive are beneficial in guiding our decision-making on what to do next. The findings of a survey we issued to our SBI clients revealed that an increase in service requests from disadvantaged populations they already serve was their largest language access challenge over the past year. This along with an increase in service requests from new individuals and groups they have never served before and a decrease in overall annual budgets, rounds off their top three challenges. It was clearly stated in the comments from those who participated in the survey, that for the third straight year, immediate telephone interpretation services remain their top service of choice. Last year 5,954 minutes were provided through our SBI fund at no cost.



# MCIS' SOCIAL IMPACT

MCIS' attempts to have an impact on society have been successful. We will continue to act as a not-for-profit social enterprise that offers free language services, supports language advocacy work, and gives anyone who wants to join this movement access to our social justice and language-related training programs. We are grateful to everyone who put in the effort to deliver change truly. MCIS looks forward to working with all for many years to come to remove these language barriers once and for all.

## Key Achievements

Between April 1, 2021 and March 31, 2022:

- **16** new community partnerships were facilitated and/or formed;
- **200+** of hours were volunteered by MCIS staff to organizations in need of critical access to services;
- **Three** departments and five individual staff members participated in the development of blogs and web content;
- **176** language professionals completed specialized interpreter training;
- **37** individuals received translator training in languages of lesser diffusion;
- **4,335** individuals received free professional development training;
- **17,344** interpretation minutes were delivered at no cost;
- **135** translation projects were delivered at no cost;
- **\$123,321** of free interpretation and translation services were funded through SBI from 2017 to 2022.

MCIS has once again taken the lead in promoting universal language access in 2022. This was delivered through hosting Language Advocacy Day 2022, where MCIS worked with organizations from all sectors across Canada to deliver crucial messages to government representatives. This program was highly accepted and has the potential to revolutionize how policies are implemented in the future.

# DIVERSITY

## AND INCLUSION STATEMENT

MCIS is a diverse, inclusive, and equitable workplace where all employees and volunteers, regardless of their gender, race, ethnicity, national origin, age, sexual orientation or identity, education or disability, feel both valued and respected. We are committed to a non-discriminatory approach and provide equal opportunity for employment and advancement in all of our departments, programs, and worksites. We respect and value diverse life experiences and heritages. At MCIS, we ensure that all voices are valued and heard.

We are committed to modelling diversity and inclusion for the entire language industry and the not-for-profit sector. This is made possible by maintaining an inclusive environment with equitable treatment for all.

To provide informed, authentic leadership for cultural equity, MCIS' Diversity and Inclusion Committee strive to:

- See diversity, inclusion, and equity as connected to our mission and critical to ensuring the well-being of our staff and the language communities we serve.
- Acknowledge and dismantle any inequities within our policies, systems, programs, and services, and continually update and report organizational progress.
- Explore potential underlying, unquestioned assumptions that interfere with inclusiveness.
- Advocate for and support board-level thinking about how systemic inequities impact our organization's work and how best to address that in a way that is consistent with our mission.
- Help to challenge assumptions about what it takes to be a strong leader at our organization, and who is well-positioned to provide leadership.

# DIVERSITY AND INCLUSION STATEMENT

In order to accomplish the above, the Diversity and Inclusion Committee plans to:

## **Internally**

- Practice and encourage transparent communication in all interactions.
- Commit time and resources to expand more diverse leadership within our board, staff, committee, and advisory bodies.
- Pursue cultural competency throughout our organization by creating substantive learning opportunities and formal, transparent policies.
- Develop a system for being more intentional and conscious of bias during the hiring, promoting, or evaluating process. Train our hiring team on equitable practices.

## **Externally**

- Lead with respect and tolerance. We expect all employees to embrace this notion and to express it in workplace interactions and through everyday practices.
- Develop and present sessions on diversity, inclusion, and equity to provide information and resources internally and to members, the community, and the language industry.
- Advocate for public and private-sector policy that promotes diversity, inclusion, and equity.
- Challenge systems and policies that create inequity, oppression and disparity.



# OUR SERVICES



## Translation

Since 1989, MCIS has evolved its translation offerings, moving toward processing to encompass a full suite of language-related services that involve written texts across a multitude of communication outlets, and across all sectors of public and private services.

- Translation
- Revision and Proofreading
- Transcreation
- Certified/Notarized Translations
- Machine Translation Post Editing
- Localization
- Audio-Visual Translation
- Subtitling
- Voice Over
- Dubbing

## Interpretation

MCIS offers a wide range of interpretation services designed to meet the needs of customers across all sectors. Situated in the most linguistically-diverse city in the world, MCIS is in a unique position to ensure quality, responsiveness and manage cost for interpretation services in 300+ languages.

- Consecutive Interpretation
- Simultaneous Interpretation
  - » Scheduled In-Person Interpretation
  - » Scheduled Phone Interpretation
  - » Scheduled Video Interpretation
- Remote Simultaneous Interpretation
  - » Immediate Phone Interpretation
- » Immediate Video Interpretation
- Message Relay
- Sign Language Interpretation
- Communication Access Realtime Translation (CART)
- Deaf Interpreting
- Braille Interpreting

## Training

The Training Team is responsible for creating, delivering and administering MCIS's training programs to build and improve the knowledge and competence of language professionals. This allows MCIS to provide valuable training and evaluation services to individuals aspiring to become language professionals and to partners who wish to leverage or white label our training services to fulfill their communications needs.

We also ensure that the service delivery departments have access to high-quality language professionals and that they have the capacity to fulfill MCIS' mandates and contractual obligations.

- Community Interpreter Training
- Community Translator Training
- Advanced Interpreter Training
- Customized Training and Testing

# AWARDS

Each year, MCIS recognizes business, community and individual partners that have been instrumental in enabling us to fulfill our mission of providing critical access to information and services. Here are the winners for FY2021-2022.

## Professional Partner of The Year

The Professional Partner of the Year award is presented to a partner organization that has shared its knowledge, experience, expertise and/or technology, which has, in turn, enabled MCIS to provide language services with higher quality, efficiency or cost-effectiveness.

**City of Calgary**



**CanTalk Canada**



**Translation Bureau,  
Public Services and Procurement Canada**



## Community Partner of The Year

The Community Partner of the Year award is presented to a partner organization that has collaborated with MCIS in its advocacy efforts to advance language rights, and improve access to critical information and services to vulnerable populations that experience language barriers.

**Dr. Elaine Gold,  
Canadian Language Museum**



## Strategic Partner of The Year

The Strategic Partner of the Year award is presented to a partner organization that has collaborated with MCIS through mutually beneficial initiatives, which have advanced MCIS' capabilities in further reaching its beneficiaries through expansion and development of its language services.

**Social Purpose Institute**



**ProZ.com**





# AWARDS

## Interpreter of the Year

The MCIS Interpreter of the Year award is presented to a professional interpreter who demonstrates excellence in services delivered, steadfast dedication to MCIS and the language industry, and professionalism in the field. MCIS can always depend on this person for assignments, and receives constant positive feedback from our service providers.



**Frances Kushner**

**Honorable mentions:**

Pillar Giron Gomez  
Anna Rotenberg Grunfeld

## Translator of the Year

The MCIS Translator of the Year award recognizes outstanding contributions in translation, and measures responsiveness, reliability and technical skills. The winner is selected based on the nature, diversity and complexity of translation work completed in the past year, and is consistently reliable.



**Adrijana Jerkic**

**Honorable mentions:**

Truc Le  
Rahi Moosavi

## Facilitator of The Year

The MCIS Facilitator of the Year award is conferred for outstanding contributions in guiding trainees to meet their goals and achieve their objectives. This individual dedicated to excellence in teaching, passion in passing on the knowledge and skills of language professionals, and respect in the classroom.



**Elizabeth Martinez**

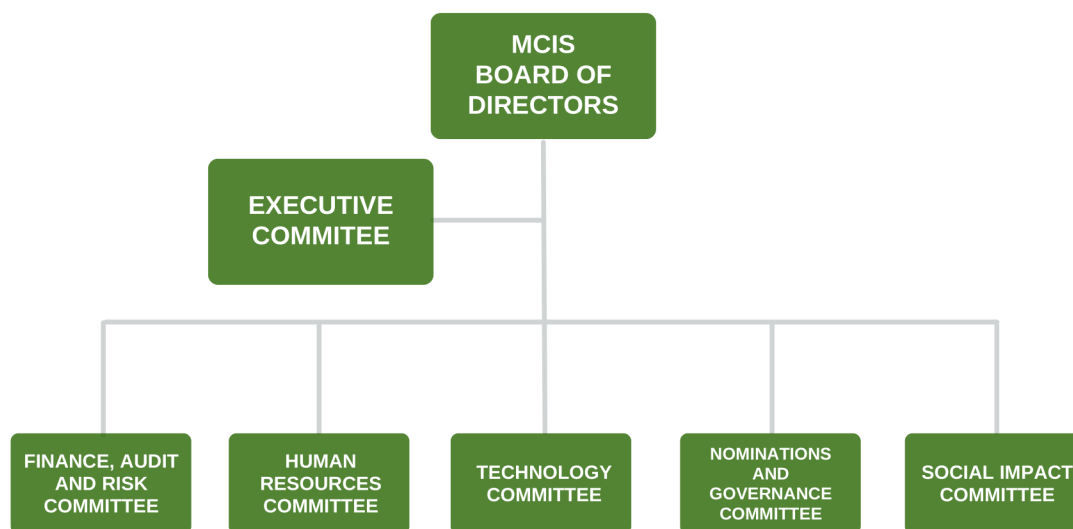
**Honorable mentions:**

Hind Saq

# OUR PEOPLE

## FY 2021-2022 Board and Committee Members

As a not-for-profit, MCIS is overseen by a volunteer board of directors and committee members who are experts in their fields. They dedicate time over and above career and family commitments to govern and guide MCIS' strategic direction and social footprint.



	Executive Committee	Finance, Audit and Risk Committee	Human Resources Committee	Technology Committee	Nomination and Governance Committee	Social Impact Committee
Board Members	Shash Anand (Chair) Monica Donahue (Vice Chair) Pawel Kosicki (Secretary) Kenny Leung (Treasurer)	Kenny Leung (Chair) Mei Jiang (Vice Chair – since Dec. 2023)	Monica Donahue (Chair) Saima Anwar (Vice Chair)	Jing Guo (Chair) Denise Wallace (Vice Chair) Shyam Sridhar	Pawel Kosicki (Chair) Peter Murphy Kenny Leung	Nancy Bell (Chair – since Oct. 2022) Pawel Kosicki (Vice Chair)
Committee Members		Ben Choi Greta Deda Sudha Dutta Ambuja Rajaratnam	Camille Jovanovic Herbert Law Teresa Senisi		Camille Jovanovic	Marjeta Biba Shine Jiyoun Chung (since July 2022)



# OUR PEOPLE



As Senior Vice-President of Product Strategy at SOTI, Shash Anand oversees the company's evolution from a single product centered around Mobile Device Management (MDM) to an integrated platform that solves many of the challenges around enterprise mobility and IoT management. Shash holds a degree in Computer Engineering from the University of Toronto, and an MBA from the Rotman School of Management. After working for IBM as a Technical Support Engineer and Business Operations Manager, Shash joined SOTI to lead the company's global expansion. Throughout his tenure with the company, Shash has worked across both technical and operational teams, overseeing key departments.



**Shash Anand**  
Chair

Monica has developed and delivered Human Resources solutions in several industries, including consumer products, hospitality, industrial distribution, manufacturing, supply chain, telecommunications/technology, health care and financial services. Working with business leaders, she has built and evolved teams with a focus on practical and timely solutions that have contributed to the achievement of strategic and business results. Monica is a member of the Board of Directors of Food Banks Canada, a past member of the Board of North York Community Care Access Centre, and served for several years as an Alumni Mentor for the Rotman School of Management. She holds an MBA from Rotman School of Management and a BSc. Hon in Physiology/Pharmacology.



**Monica Donahue**  
Vice Chair

Pawel Kosicki is currently a member of the Corporate Strategy & Operations practices at Celestica. Before joining Celestica, he worked in corporate strategy, business development and operations at EY and Canada Post, as a consultant at BCG, and as an engineer at Rolls-Royce. Pawel has also worked in Germany, Japan and Poland. He holds an MBA from York University and a Master's in Engineering from the University of Toronto.



**Pawel Kosicki**  
Secretary

Kenny is a lawyer practicing in the area of pensions and benefits in a union-side law firm. Kenny has experience in a broad range of corporate and commercial matters in the financial services industry. Previously, Kenny worked as corporate counsel for several financial institutions and acted as a director for a non-profit organization that focused on enhancing and supporting leadership capacity for the sector. Kenny has also obtained his MBA and is currently a CPA Candidate. Kenny attended Windsor Law and articulated at the Superior Court of Justice, where he conducted extensive legal research and prepared written and oral opinions.



**Kenny Leung**  
Treasurer

# OUR PEOPLE



Ambuja previously served as Senior Vice President of Finance & Business Operations and oversees and managed the global finance and business operations teams at SOTI. She was also a strategic leader who works closely with the CEO and other senior leadership team members in planning, and execution of SOTI's short and long-term strategies. Ambuja has over 20 years of experience working in multinationals. Ambuja is a Certified Public Accountant (CPA) from Canada and a Fellow Member of the Association of Chartered Certified Accountants (FCCA) from the United Kingdom (UK). She also holds a diploma in Computer Science from the National Computing Center in the UK.



**Ambuja Rajaratnam**  
Board Member

Camille is an experienced executive compensation professional and a trusted advisor to boards and senior management teams across Canada. She is a Principal at Hugessen Consulting and has advised companies across a broad range of industries.



**Camille Jovanovic**  
Board Member

Denise has been leading technology strategic initiatives and transformational programs for over 15 years. Most recently she led the IT spin-off of Resideo Technologies from Honeywell International in just 18 months. Prior to that she held various IT enterprise roles at Honeywell where she was recognized for her leadership in operations and service delivery. Denise enjoys partnering closely with business stakeholders to achieve successful outcomes for the company. She values an open collaborative team environment and has a passion for continuous improvement. Denise holds a bachelor's degree in engineering from the University of Waterloo.



**Denise Wallace**  
Board Member

Jasmine Attfield is a lawyer with a passion for social justice and law reform. She specializes in research, strategic planning, and communications. Jasmine is passionate about MCIS's mission to increase language access and its mandate as a pioneering social enterprise. Jasmine works in politics and spends her spare time baking.



**Jasmine Attfield**  
Board Member



# OUR PEOPLE



Jing holds a Bachelor's degree in Software Engineering and Management from McMaster University. He is an experienced IT professional with experience as technical manager, project manager, product leader, with a rich understanding of SDLC. Jing has led the development and deployment of large IT projects for both commercial and non-commercial clients from beginning to end.



**Jing Guo**  
Board Member

Ken is General Counsel, Corporate Secretary at Q4 Inc. He has been a lawyer for 12 years both in-house and in private practice, with a particular focus on the technology sector. Previous to this, Ken was General Counsel, Corporate Secretary & Chief Privacy Officer at STACK, a fintech startup in Toronto, General Counsel for NexJ Systems and Ingram Micro Canada, and worked in private practice in both Toronto and New York. Ken holds a law degree from the University of Windsor and a chemical engineering degree from the University of Waterloo. He began his work at MCIS in 2018, and his experience in board governance, law and technology and passion for helping others, combine to add great value to MCIS.



**Ken Szeto**  
Board Member

Peter Murphy, HBA, JD, is a lawyer with 25 years of experience in business, real estate, technology, and privacy law. A sought-after speaker and writer, his comments have been printed in The Globe & Mail, The Financial Post, Lawyer's Weekly and Condo Voice Magazine. Working with his team at Shibley Righton LLP, Peter provides legal services to a broad range of clients including large and small businesses, not-for-profit associations, individuals, and Ontario's broader public sector. He helps clients enter commercial contracts, structure and complete business and real estate transactions, and comply with ever-changing legal and regulatory requirements including privacy and anti-spam law. Peter is active in the community and has been a director of The Coalition for Persons with Disabilities & Textile Museum of Canada.



**Peter Murphy**  
Board Member

Saima Anwar is a Human Resources professional with 15 years of experience working in the marketing industry. In recent years, her focus has been in Total Rewards, where she has supported the design and management of compensation programs across North America and Europe. Saima is passionate about maintaining and building compensation frameworks, managing sales incentive programs, and performing equity analysis. In her spare time, Saima likes to travel, volunteer, and explore Toronto with her family.



**Saima Anwar**  
Board Member

# OUR PEOPLE



Shyam holds a Bachelor's degree in Computer Science Engineering from India as well as an MBA from the Rotman School of Management. At Rotman, he majored in Strategy and Design Thinking. He loves problem-solving and started his career as a software engineer. Currently, he works as a Cloud Architect at Microsoft. Previous to this, he worked for Google and was Principal Strategist at Oracle where he acted as the client CTO helping customers solve complex business challenges through technology. His work is focused on providing advisory services and technology strategies for senior leadership. He has worked with customers globally and successfully delivered multiple digital transformation projects across industries. Shyam is a tech enthusiast, enjoys sailing and learning new things.



**Shyam Sridhar**  
Board Member

Ben is a Chartered Professional Accountant with nearly twenty years of financial management experience within the financial services sectors in Toronto and internationally. He has mobilized to lead across diverse markets which has afforded a wonderful opportunity to develop a breadth of interpersonal and professional skills and at this point in his career, his ambition is to leverage this experience to serve his community. His vocational interest in supporting MCIS' mandate arises from the desire to see that limited-English experience would not be a barrier for those clients needing critical care and public services.



**Ben Choi**  
Finance, Audit and Risk Committee

Greta Deda is an Internal Auditor at Ontario Power Generation. Previously, she has lead various audit and compliance assignments for financial institutions. Greta is a Certified Public Accountant (CPA) from Canada and a Member of the Association of Chartered Certified Accountants (ACCA) from the United Kingdom (UK). She also holds a Master of Science degree in Accounting and Auditing from University of Tirana, Albania. Greta has always been passionate about languages and being able to help people communicate and remove the language barrier, especially for those in need. She has volunteered as a translator for Italian language for over 10 years.



**Greta Deda**  
Finance, Audit and Risk Committee

Herbert H. Law graduated from the Sauder School of Business at the University of British Columbia with a specialization in industrial relations. Afterwards, he obtained hands-on work experience in public sector labour relations with an employers' association in British Columbia. He then attended Queen's University in its Joint Masters of Industrial Relations and Law Program. Herbert has been practicing with the management-side labour and employment law firm Mathews, Dinsdale & Clark LLP since graduation from Queen's University.



**Herbert H. Law**  
HR Committee



# OUR PEOPLE



Marjeta is a dedicated, result oriented community worker/caseworker at the City of Toronto with 10+ years of experience in social services field. She has extensive skills and knowledge of programs and services offered in the City of Toronto such as Ontario Works, Child Care Fee Subsidy, Ontario Disability Support Programs, Emergency Energy Fund, Fair Pass transit, employer networks and agencies in the Toronto Region coupled with ability to forge partnerships and liaise with all organizational levels to achieve consensus among parties having different objectives. In her various roles, she has demonstrated skills in implementing policies, procedures and quality improvement practices that address operational and client needs that resulted in program achievements. Marjeta is committed to providing service excellence to diverse groups of clients ensuring equity and access to services.



**Marjeta Biba**  
Social Impact Committee

Nancy is a PhD candidate in Education at York university, where she is conducting research on secondary level international students in Ontario and multilingual assessment strategies. Her academic interests including second language learning, literacy and policy studies. A member of the Ontario College of Teachers, she taught at the TDSB for over ten years, where she developed a passion for multilingual learners and enthusiastically advocated on their behalf. She is a sessional lecturer at OISE/UT, in the Master of Teaching Program. Prior to her career in education, she worked as a manager and consultant in the performing arts/non-profit sector. Nancy lives in Toronto, where she has raised a son and two dogs with her husband David.



**Nancy Bell**  
Social Impact Committee

Shine considers herself a woman of color who has decided to take the proverbial "road less travelled". Before moving to Canada alone in her late 20s, Shine was a fearless backpacker who traveled to and volunteered in the Himalayas, which opened her eyes to human rights issues and the impact of multiple oppressions on women and youth while working with refugees. Her experience with refugees eventually convinced her to go back to higher education in Canada and pursue a new career in social work, leaving behind her previous career and support system in South Korea where she originally comes from.



**Shine Jiyoung Yung**  
Social Impact Committee

Sudha has worked for over 20 years as Head of Operations with the Abu Dhabi Investment Authority (ADIA), a sovereign wealth fund with investments across sectors, geographies, and asset classes. He helped starting securities lending program for the first time in 2001 for the authority. He was responsible for managing relationship with the custodians, securities lending agents and other vendors. He received the "Industry Legend" award in November 2016 from Global Custodian magazine for his outstanding service in the financial services industry globally.



**Sudha Datta**  
Finance, Audit and Risk Committee

# OUR PEOPLE



A self-directed and client focused Human Resource professional, Teresa Senisi joined Triple M in 2018. A member and certified Human Resource leader through the Human Resources Professionals Association, Teresa graduated from Humber College's Human Resource Management program, and is also an honor graduate of the University of Toronto's Executive Leadership program. A champion of collaboration, she works alongside our senior executives and their teams to strengthen the organization, manage change and lead Human Capital to successfully grow Triple M's global presence and capabilities.



**Teresa Senisi**  
HR Committee

## 2022 Outgoing Board and Committee Members



**Camille Jovanovic**  
Board Member 2020-2022



**Jasmine Attfield**  
Board Member 2019-2022



**Ken Szeto**  
Board Member 2018-2022

## 2022 Incoming Board and Committee Members



**Nancy Bell**  
Board Member

# OUR PEOPLE

FY 2021-2022  
Management Team



**Latha Sukumar, Executive Director**

Latha has been recognized as one of 15 lawyers in Canada who has contributed to further equality rights by the Women's Legal Education and Action Fund (LEAF). In 2018, Latha received the national RBC Women of Influence award in the category of Social Change. As MCIS's Executive Director since 1996, Latha has grown MCIS into a language services social enterprise which provides a comprehensive suite of 50 different language services including interpretation, translation, language testing, language consulting on strategy and technology and training. Latha is a member in good standing with the Law Society of Ontario and has an LL.B. and Master's in Women's Studies, both from York University. An advocate for the rights of newcomers, Latha has served on a number of community boards, including Ontario Council on Community Interpreting (OCCI), Women Abuse Council of Toronto, Women's College Hospital, Kinark and Immigrant Women's Health Centre, to name a few. She has spoken in the media, before legislative committees and at public gatherings on legislative and victim rights issues. Latha is a guest lecturer at the Schulich School of Business and an avid blogger on important policy issues. Latha is involved in all the key language industry networks, presents at conferences and develops and facilitates training modules related to the justice system, legal access and cultural awareness. Latha is a volunteer yoga teacher and a Vipassana meditator.



# OUR PEOPLE

## Senior Management

Alex joined MCIS in October 2013. At the time of joining, Alex had over twelve years of accounting and finance experience. Most recently, he was MCIS' Director of Finance and Internal Operations. Prior to this, Alex served as the Manager of Finance at Innovapost, a Canada Post subsidiary and led a team of financial analysts and accountants at IBM Canada where he managed a portfolio of \$1.2 billion of IT outsourcing agreements and worked in various financial management roles and accounting capacities, domestically and overseas. Alex earned his CPA, CMA designation from the Society of Management Accountants of Ontario in 2002. He was granted an MPM degree in Financial Management from the University of Maryland, College Park, in 1995.



**Alex Aleinikov**  
Chief Financial Officer

Judy is originally from Ethiopia and Eritrea and has made Canada home for more than 30 years. She has worked as a CILISAT certified Amharic and Tigrigna interpreter for over 20 years. In addition to working as an interpreter and translator, her love for languages and passion for helping others also brought her to teaching interpretation courses at MCIS and Seneca College. Judy has worked at MCIS for more than 10 years in different capacities and she is now overseeing the service delivery departments. Judy is passionate about working for a social enterprise committed to helping vulnerable persons and creating a world without language barriers.



**Judy Abraham**  
Director of Client Services

Lester is a trilingual sales and marketing professional with over 20 years' experience working with multinational corporations. He comes to MCIS from Incomm Canada where he was the Director of Account Management overseeing sales and marketing initiatives for central Canada. Prior to joining Incomm, Lester worked at Kodak and Lexmark Canada where he held several positions in sales and marketing. He holds a Bachelor of Commerce from Concordia University in Montreal. When not working, Lester enjoys spending quality time with his children Daniel and Olivia, playing guitar/piano, song-writing and volunteering for different children's organizations.



**Lester Korbely**  
Director of Marketing and  
Business Development

Rachel received a B.A in Business Studies from Massey University in New Zealand. She then moved to Australia, pursuing a Master's degree in Human Resource Management continuing to work for various multinational companies in Beijing, China while acquiring extensive experience in the areas of recruitment, performance management, employee relations, learning and development as well as HR operations. Rachel has 15 years of experience in providing full spectrum of organization and people solutions to support business growth. She is familiar with human resources management policies and procedures and has demonstrated effective project management and workflow management skills by delivering on multiple HR projects and initiatives. She also obtained a Postgraduate Certificate in Human Resource Management and Non-profit Leadership and Management from Seneca College, Canada. Rachel joined MCIS in June 2014.



**Rachel Wu**  
Director of HR

# OUR PEOPLE

## Senior Management

Veronica has been working at MCIS in various capacities since 2011. She is a certified translator and qualified interpreter with proficiency in five languages. She has worked in the language industry for over 15 years in various capacities, including language service delivery, computational linguistics research, and development of various training programs for language professionals, including training on interpreting for survivors of sexual violence and human trafficking and language independent translator training for languages of lesser diffusion. Veronica is a passionate advocate for removing linguistic barriers in accessing critical information and services and language rights as human rights. She has published articles on this topic and routinely presents at international industry conferences. She also represents MCIS in the global language rights movement as Co-Chair of the Global Coalition for Language Rights.



**Veronica Costea**  
Head of Systems Development  
& Quality Management

Williams holds a Bachelor's Degree in Computer Engineering. His particular expertise is in IT management, project management, system administration, database management, consulting, business intelligence and marketing research. Williams has worked in IT, marketing research, pharmaceutical and language services companies, locally and globally performing mostly internal operations and IT management duties. He has successfully managed complex system implementation projects working as a technical leader and project manager. He is a natural problem-solving individual with outstanding analytical skills. He is fluent in Spanish, Portuguese, English and is learning French.



**Williams Pedrogan**  
Director of IT & Internal Operations

## Department Managers

Deanna began her work at MCIS in 2015 as a Back-up Project Manager in the Translation Department. In 2016, she joined the Business Development and Marketing team, where she manned the RFP process for five years, and managed MCIS' communications needs throughout the pandemic. In late 2021, Deanna was brought on board to the newly formed Systems Development team as the Systems Development and Quality Manager. She has over 20 years of experience working in non-profit and public sector organizations in various capacities such as community, business and resource development, marketing, and public relations. She holds an MA in Translation Studies, an Honours B.A. in French Language and Literature, and a Diploma in Public Relations. In her downtime, Deanna is a French to English translator who enjoys spending time with family, friends, and her rescue dog, Dave.



**Deanna Nemeth**  
Systems Development & Quality Manager

# OUR PEOPLE

## Department Managers

Dusan, MCIS' Training, Recruitment and Vendor Relations Manager, holds a B.A. in Linguistics and an M.A. in Cultural Policy. His experience in interpretation, translation, editing and proofreading has helped him gain a deep understanding and knowledge of the translation and interpretation industry. Dusan believes that language is the most important part of cultural identity and that linguistic rights are one of the essential pillars of human rights.



**Dusan Matic**  
Training, Recruitment &  
Vendor Relations Manager

Eliana has a background in non-profit and project management, program design / delivery, civic engagement, PR, communications and social in-novation. She has a Master's in Information and Environmental Sciences (U of T), and her current research interests include social enterprises, social innovation and open data advocacy. In her role with MCIS, Eliana's task is to help unpack complex and dynamic relationships between the non-profit organization as a business versus non-profit as a community change-maker, while focusing on measurable evidence of impact. Eliana has contributed to several MCIS' projects, among others, Food for Language and Documentaries for Change.



**Eliana Trinaistic**  
Social Impact Manager

During the 2021-22 fiscal year, Jack transitioned from Research & Development Manager, to the new role of Internal Operations Manager, formally finding a home for many internal processes at MCIS. He continued to assist in the refining of our RSI service, in conference and community settings, establishing the current version of RSI service at MCIS, with document templates to customers, and a customized workflow for RSI that differs from other interpretation services. Working with the Training Department and IT, R&D finalized requirements for an innovative B2C academic management system with mobile support which, although it was ultimately put on hold, allowed us to generate very mature requirements and workflow documents for the training department, that would benefit MCIS in the future.



**Jack Xu**  
Internal Operations Manager

Kathleen (Katie) joined MCIS in April 2018 as a Recruitment Assistant in the Vendor Management Department, primarily focusing on freelance recruitment and engagement. She then moved into various roles and recently transitioned to HR Manager in August 2021, where she is responsible for operational and tactical HR support to maximize organizational effectiveness. Katie is a Certified Human Resources Professional (CHRP), Registered Professional Recruiter (RPR), and continues to further her learning through various payroll courses, mental health certifications, etc. Outside of work, Katie appreciates a badminton rally, volunteering and enjoying a world of cuisines.



**Kathleen Tran**  
HR Manager



# OUR PEOPLE

## Department Managers

Nasrin began her work at MCIS in 2021 as KM Consultant in collaboration with Client Services Department. In late 2021, Nasrin joined on board of the newly formed Systems Development team as the System Developer for the KM Initiative. She has over 30 years of experience working in wide range of roles, as a research project manager (high speed digital signal processors), IT product development manager as well as strategic business unit manager for “eLearning and Learning Organizations”. Along these roles, she has been the program manager for the LiveWire in Iran (a Shell initiative) as well as a couple of UNDP projects manager. During the last ten years prior to joining MCIS, she has focused on offering knowledge management consulting services to very large industrial organizations, as well as academia.



**Nasrin Sadeghi**  
Knowledge Management Consultant

Nicole started working with MCIS in May 2017 as a Project Coordinator in the Translation Department and assumed the role of Translation Department Manager in April 2019. She holds an Honours B.A. in French from Wilfrid Laurier University, and an Honours B.A. in Translation and a certificate in Technical and Professional Communication from Glendon College, York University. As Translation Manager, Nicole is responsible for overseeing the smooth day-to-day operations of the Translation Department. She is passionate about languages, culture, and breaking down language barriers.



**Nicole Anichini**  
Translation Manager

Olga joined MCIS in 2003 as a Finance Assistant and currently holds the Accounting Manager position. With an educational background in engineering and finance, Olga plays a critical role in MCIS' financial accounting and planning. She ensures MCIS' compliance with financial regulations, legalities and policies, and represents MCIS in all financial inquiries. Olga loves working at MCIS because every day brings its own challenge



**Olga Ryabinina**  
Accounting Manager

With a passion for communication and marketing, Sheekha joined MCIS as a Marketing Manager right after earning a postgraduate diploma in Digital Media Marketing. Sheekha is essential to the planning, management, and reporting of the organization's marketing initiatives across all owned media, including email, social media, and the corporate website, among others. She previously worked in international marketing and communication organizations for more than six years. Sheekha has a bachelor's degree in the arts and has spent the last two years working actively for a non-profit. She can find the correct balance while prioritizing the goals of MCIS, thanks to her academic training and professional experience in the corporate and not-for-profit sectors.



**Sheekha Sanghvi**  
Marketing Manager

# OUR PEOPLE

Stella has been with MCIS since 2011. She was previously the Interpretation Services Supervisor and officially became Manager in October 2021. Stella holds an Applied BA in Financial Services Management and a Post Graduate Certificate in International Business Management from Seneca College. Prior to joining MCIS, Stella worked for the City of Toronto's Municipal Licensing & Standards Division. In her current role, Stella is responsible for overseeing the day-to-day operations of the Interpretation Services Department. She and her dynamic team are charged with providing customers with the best possible experience. In her downtime, Stella enjoys learning new languages, spending time with family and friends, and savoring delicious food.



## Staff List

Our sincerest thanks to all of our staff members!

Department	Name	Job Title
Systems Development & Quality Management	Veronica Costea	Director of Client Services and Head of Systems Development & Quality Management
	Nasrin Sadeghi	Knowledge Management Consultant
	Deanna Nemeth	Communications & New Business Development Manager (RFP-related) and Systems Development & Quality Manager
	Luisa Cano	Internal Operations Coordinator and Business Process Specialist
Social Impact	Eliana Trinaistic	Social Impact Manager
	Nicole Fiorillo	Policy, Outreach and Social Purpose Specialist
	Lama Ahmed	Data Journalist
Training & Vendor Relations	Edil Kassim	Stakeholders Analysis Consultant
Finance	Olga Ryabinina	Accounting Manager
	Anila Radovicka	Finance Coordinator
	Aster Seifu Estifanos	Internal Operations and Finance Assistant
	Baskar Swaminathan	Finance Assistant
	Hedayat Farooqui	Finance and Internal Operations Assistant
Human Resources	Kathleen Tran	HR Generalist and HR Manager
	Princess Hew	Office Assistant
	Sumaya Bahamdoon	Talent Sourcer and HR Assistant
	Rachel Kluck	Administrative Assistant
Interpretation Services	Jonathan Carreon	Interpretation Services Manager
	Stella Constanca	Interpretation Services Supervisor and Interpretation Services Manager
	Zewdi Gselassie	Interpretation Services Supervisor
	Kelly Zhang	Mandarin & Cantonese Interpreter and Interpretation Services Supervisor



# OUR PEOPLE

## Staff List

Interpretation Services	Anjum Bakthula	Interpretation Services Coordinator and Acting Interpretation Services Supervisor
	Hona Dabzad	Account Representative and Customer Care Coordinator
	Olubimpe Olowoyo	Customer Care Coordinator
	Anisa Abdulmana	Interpretation Services Coordinator
	Bayan Nahle	Interpretation Services Coordinator
	Chioma Francis	Interpretation Services Coordinator
	Diana Julio	Back-up Interpretation Services Coordinator and Interpretation Services Coordinator
	Dragutin Matic	Back-up Interpretation Services Coordinator
	Evanilde Bekkout	Interpretation Services Coordinator
	Evelina Xheka	Back-up Interpretation Services Coordinator and Interpretation Services Coordinator
	Halima Ali	Back-up Interpretation Services Coordinator
	Hillary Agard	Interpretation Services Coordinator
	Inna Kotenko	Interpretation Services Coordinator
	Julia Mohseni	Back-up Interpretation Services Coordinator and Interpretation Services Coordinator
	Mahsa Saffari	Interpretation Services Coordinator
	Meena Mangal	Interpretation Services Coordinator
	Patricia Paulos	Interpretation Services Coordinator
	Shanta Singh	Interpretation Services Coordinator
	Shirly Perez	Back-up Interpretation Services Coordinator and Interpretation Services Coordinator
	Tania Tossutti	Back-up Interpretation Services Coordinator and Interpretation Services Coordinator
	Vladimir Bikeev	Interpretation Services Coordinator
	Halima Attah	Back-up Interpretation Services Coordinator
	Mobolaji Famewo	Back-up Interpretation Services Coordinator
	Nancy Ajayi	Back-up Interpretation Services Coordinator
	Pauline Lau	Back-up Interpretation Services Coordinator
	Sylvia Gaskin	Back-up Interpretation Services Coordinator
IT & Internal Operations	Jack Xu	Research & Development Manager and Internal Operations Manager
	Paul Zborshchik	Senior IT Specialist
	Amir Shahid	IT Operations Assistant
	Laura Zollner	Internal Operations Coordinator
	Ahmed Alghotmy	Implementation Specialist



# OUR PEOPLE

## Staff List

Management & Governance	Sarah Haque	Board Admin & Communication Coordinator
Marketing & Business Development	Sheekha Sanghvi	Marketing Manager
	Cheryl Lu	Social Media Coordinator
	Gregory Bourne	Marketing Assistant
	Klaidi Shehi	Marketing Research Assistant
	Selam Aregai	Key Account Manager and Business Development Supervisor
	Alicia Ludwig	Account Manager
	Meghan Farr	Account Manager
	Farjana Easmin	Account Representative
	Alanna Quinn	Account Manager and RFP Coordinator
	Sara Parker-Toulson	Business Development Coordinator, New Business Development Coordinator and RFP Contract Writer
	Paawan Bhatia	New Business Development Manager (non-RFP related)
	Anjana Bala	Engagement Assistant
	Johnfrace Oguala	Business Development Assistant
	Ashley Tulio	Communications Specialist
Training, Recruitment & Vendor Relations	Dusan Matic	Training & Vendor Relations Manager and Training, Recruitment & Vendor Relations Manager
	Amal Dweik	Training Coordinator
	Eman Swendeh	Recruitment Coordinator
	Sreyoshi Bose Datta	Training & Vendor Relations Assistant
	Tenzin Paldon	e-Learning Training & Development Specialist
	Victoria Radvan	Training Content Developer
	Rashmi Ravi	Vendor Relations Coordinator
	Marmitha Rajah	Project Consultant
	Camille Cristobal	Recruitment Coordinator
Translation & Transcription	Nicole Anichini	Translation Manager
	Lindsay McGregor	Project Manager and Translation Supervisor
	Carolina Carvalho	Project Manager
	Ixchel Cervantes	Project Manager
	Rosana Maciel	Project Manager
	Sarah De Sousa	Project Manager
	Diane Bérubé	French Translator
	Louis Labrecque	French Translator
	Rida Bouchebcheb	French Translator, QA & Project Manager
	Shweta Gupta	Back-up Project Manager
	Kristina Tarnovskaya	Back-up Project Manager
	Gerald Gallant	French Translator
	Fiona Koscak	Back-up Project Coordinator
	Helia Vaezian	Project Manager
	Mohammad Sharafaldeen	Project Manager
	James Loughheed	Project Manager

# OUR PEOPLE



Deanna Nemeth



Diane Bérubé



Louis Labrecque



Stella Constanca



Anila Radovicka



Anjum Bakthula



Judy Abraham

# PARTNER AGENCIES

We are grateful to our province-wide partner agencies that are part of the Language Interpreter Services Program funded by the provincial Ministry of Labour, Training and Skills Development:

## GREATER TORONTO AREA

**Barbra Schlifer Commemorative Clinic**

## CENTRAL ONTARIO

**INCommunities**

**Kitchener-Waterloo Multicultural Centre**

## NORTHEASTERN AND NORTHWESTERN ONTARIO

**Thunder Bay Multicultural Association**

## SOUTHWESTERN ONTARIO

**Across Languages Translation and Interpretation Service**

**Multicultural Council of Windsor and Essex County**

## EASTERN ONTARIO

**Immigrant Women Services Ottawa**

## ACROSS ONTARIO

**The Canadian Hearing Society**

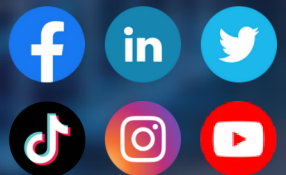




# YOUR GLOBAL VOICE LE MONDE VOUS ENTEND

Connecting people globally through languages.

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