

## Cynthia Grover

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

<b>YEARS EXPERIENCE:</b>	Editing and Proofreading	22
	Teaching	20
	Translation (FR-EN, DE-EN, NL-EN)	11
	English Examiner	9
	Linguistics Research and Engineering	18
	Process Management and Improvement	14
	Audit	4
	Project Management	14
	Information Technology (IT)	20

**EMPLOYMENT**

- 2020– Programmer of online games for teaching English (EN) to adults:  
 - 50 games to meet the specific teaching criteria of [Bruxelles Formation](#)  
 - [Game to help auditors](#) who write in English as a second language (ESL level C1)
- 2019–20 Master's dissertation supervisor: The University of Edinburgh, Edinburgh, Scotland  
 - 5 TESOL (Teachers of English to Speakers of Other Languages) theses
- 2017– English editor for auditors of EU (European Union) environmental projects:  
 - Auditors' ESL (English as a second language) reports, IT requirements document
- 2013– English editor for online editing sites Scribendi and Scribbr and for private clients:  
 - International treaties, project reports, legal briefs, academic articles, theses, business procedures, financial reports, newsletters, websites, university applications  
 - 1,000,000+ words in standard dialects: UK, Australian, US, and Canadian English  
 - ESL texts by non-native writers in English (e.g., Japanese, Arabic, etc. authors)  
 - Editor for a financial investment company listed on the Belgian stock market
- 2013– Translator of Dutch, French, and German into English. Examples of translation work:  
 FR>EN: CVs, [a 100-page website](#), a [bioethics institution's website](#), [academic articles on bioethics](#), an expert legal witness document for the Supreme Court of Canada, architecture descriptions, texts about music  
 NL>EN Medical examination records, [an interpreter's website](#), [a cultural website](#), sample legal contracts
- Translation and three-language alignment:  
 FR+EN>NL Administrative documents for a French bank; a singer's autobiography  
 Validation of machine and amateur translations from FR, NL, and DE into English:  
 >EN 2 FR+NL automatically translated chapters of an academic book on bioethics; a FR web blog on medical marketing; DE thesis abstracts
- 2013–24 Exam preparation tutor for [Manhattan Elite Prep](#), [Jefferson Academics](#), [EU Training](#), language schools and private clients:  
 - Cambridge exams (FCE, CAE, CPE, IELTS), TOEFL, GRE (Graduate Record

- Examination), SAT (Scholastic Aptitude Test), and GMAT (Graduate Management Admissions Test)
- European Union EPSO (European Institutions Personnel Selection Office) pre-selection test and promotion exams (written and oral presentations)
  - EU Institutions interpreters' 'retour' exam (from their native language to English)
- 2012–24 English examiner for language schools:
- English placement tests for businesses and for a university research project
  - EPSO examiner, Cambridge Examiner for FCE, CAE, and CPE exams (2016–2018)
- 2012– English teacher: [Bruxelles-Formation](#), [ElaN](#), [CLL](#), [heydays](#), [Learnlight](#), private clients:
- Writing, speaking, oral presentations, job and TV interview preparation
  - How to teach pronunciation (my clients are language teachers)
  - Translation (audit, legal); the Belgian government is a repeat client
  - Domains: academia, audit, journalism, project management, prudential, actuarial, sales, medicine, law, business, diplomacy, finance, negotiation, politics, administration, human resources, hotelery, health, food safety, IT, informal English
- Clients (direct and sub-contracted):
- EU project auditors, Members of the European Parliament, Belgian government and EU ministry staff, EU NGOs, chief executive officers, legal counsels, legal translators, actuaries, human resources directors, investment managers, IT (information technology) and administrative staff, nurses, pathologists, sales managers, hotel staff, food safety inspectors, jobseekers, language teachers
- 2008–12 BELGACOM (renamed PROXIMUS in 2014) – Expert Internal Auditor:
- 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 in English)
- 2006–08 BELGACOM – Senior IT Service Level Manager and Project Manager:
- Business process management and 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 (PM) Process Specialist:
- Design and implement the IT PM process and key performance indicators for three merging departments (2500 people), write a website, and design metrics and training
  - Set up a competence center for good IT PM practices to serve 1000 people
  - PM tool selection and PM process design (implement with purchased software)
- 1999–01 BELGACOM – IT Process Analyst for the IT Training Process:
- Responsible for the process of training 18,000 staff to use the company's software
  - 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 and Project Manager:
- Run a 1.3 million EUR Belgian joint government-industry linguistics research project
  - Design and compile speech databases for six languages (EN, FR, NL, DE, SP and Italian) to improve automatic speech recognition and text-to-speech synthesis
  - Write programs, and design and conduct experiments to compile speech databases
  - Write technical manuals as internal company web pages and printable documents

- 1993–95 INSTITUTE FOR HUMAN-MACHINE INTERACTION, Tech. Univ. Eindhoven – Fellow:  
- Research German and Dutch speech sound durations
- 1991–95 MEMORIAL UNIVERSITY OF NEWFOUNDLAND (MUN) – Director, Language Lab.:  
- Manage a university language laboratory (1500 student-hours/week, 40 employees, and 40 audio courses in FR, DE, SP, RU, EN, and Italian)  
- Redesign the lab to include multimedia, prepare budgets, and report on lab use  
- Write a technical manual on how to run the laboratory and all its equipment
- 1989–92 DEPTS 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 and on 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 English, 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 my full list of publications at <http://12workinenglish.com/about12work.html>. Some examples are below. In 2014 on CLL's request and in 2022 on Bruxelles-Formation's request, for their teachers I wrote 10 and 5 lessons, respectively, on how to teach pronunciation and prosody. At Belgacom, I wrote 24 internal audit reports for the Board of Directors. In 2010, on the request of the internal audit department, I wrote a 15-page aid on how to write audit reports in English.

Grover, C. (2024). *To create your own accent*. Presentation at BELTA Day 27 April 2024 (52 MB)

Grover, C. (2021). Which model of synthesized English do English teachers want for a lingua franca? *Language Issues*, 32.1 (Summer), 34–47; *Language Issues*, 31.2 (Winter), 39–49. [2 papers]

Grover, C. (2021). Spelling-to-sound correspondences for English synthesis in learningapps: <https://learningapps.org/watch?v=p4fybg8s321>

Grover, C. (2020). EN games: [https://www.bruxellesformation.brussels/jeux-langues/story\\_html5.html](https://www.bruxellesformation.brussels/jeux-langues/story_html5.html)

Grover, C. (2019). Learning English in Belgium. In *Learning English in European countries. Special Edition 2019. Language Issues* 30.2, 42–44

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

## MASTER'S THESIS SUPERVISION – The University of Edinburgh, Scotland

Chen, Zizi. 2020. *Implementing English-medium Instruction Policies in China's Higher Education: Students' Expectations and Experiences*.

He, Yali. 2020. *Mobile Language Learning Applications in IELTS Online Courses: Chinese TESOL Students' Experiences and Perceptions*.

