

BILINGUAL COMMUNICATIONS · WRITER-EDITOR

Marianella Lisa García

I built the Spanish-language voice of the nation's student aid system — writing and editing in two languages.

Content strategy for the nation's largest student-loan program — \$2 trillion, 45 million borrowers. Equally effective at leading warehouse teams or producing high-stakes federal communications.

M.A., International Transactions

George Mason University

U.S. Dept. of Education

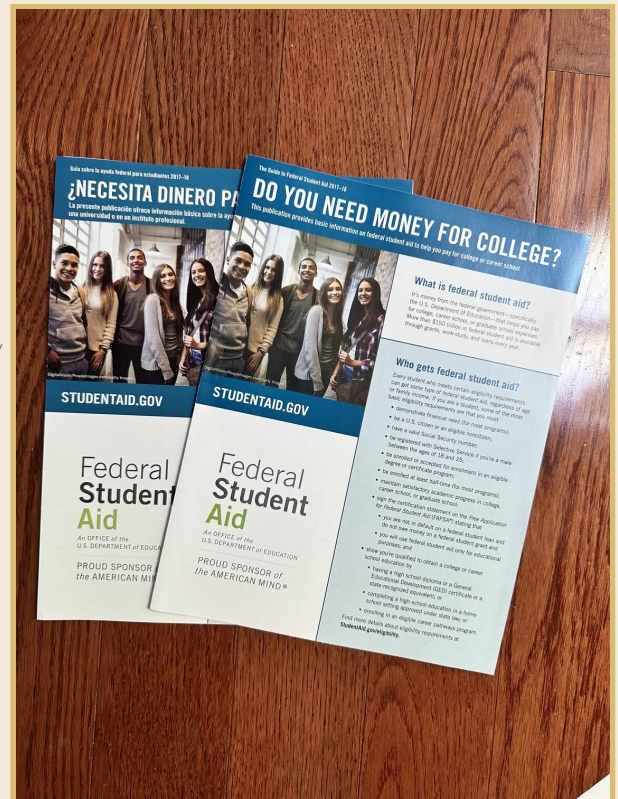
Federal Student Aid · 2011–2018

UN-Certified Bilingual

English & Spanish proficiency

SME & POC for Translations

Department-wide translation authority



ABOUT

The Long View

As a Writer-Editor and Communications Specialist at the U.S. Department of Education's Federal Student Aid office, I crafted publications, web content, and policy communications that reached millions of borrowers in both English and Spanish. I built a bilingual content operation inside the federal government, translating not just language but meaning across audiences.

"I convey clear intent — so a first-generation student and their Spanish-speaking parent read the same information on the same page."

Moved into operations management at Amazon, leading teams of 100+ — many of them Spanish-speaking — under tight timelines and real pressure — proving that knowing how to communicate with and engage a diverse workforce effectively brings the results those conditions demand. Clear and consistent communication protects people, time, and execution.

I have something most communicators don't have: the operational fluency to understand what happens after everything is put in writing. I know what works on paper and what works on the floor, and I know how to make it work. That dual perspective is what I bring to every project.

CAREER ARC

Communications and Operations

Built a bridge between the two, and am an expert at both: one who writes with authority and leads teams that execute.

2011–2018

Writer-Editor

U.S. Department of Education · Federal Student Aid

Produced the agency's first Spanish FAFSA, built its bilingual publications program, and was named the Department's subject-matter expert and point of contact for translations. Owned the "Types of Aid" content and all Spanish-language content for StudentAid.gov.

PRESS & SPEAKING

"Tips for Applying for Student Financial Aid" — quoted as Federal Student Aid's FAFSA expert. PR Newswire, 2011.

"Resources for Students," national FSA conference session — presenter, introduced as the writer behind two flagship guides. 2011 transcript.

2020–2026

Operations Manager

Amazon

Broadened into high-velocity operations as an L5. Led cross-functional teams of 100+, and built the operational fluency to drive change that shows up fast in metrics.

- ◆ Improved on-time staging 29% through daily analysis of workflow performance data — clearing bottlenecks and driving the station's record cost savings and productivity.
- ◆ On-time dispatch lifted to 90%+ across the year — a 16% year-over-year gain.
- ◆ 100% on-time shipping sustained on the majority of peak-season shifts.
- ◆ Mentored multiple frontline associates into lead and management roles.

2026–

Contractor

Writer-Editor, Content Strategist, and Bilingual Communications

Bringing it all together: federal editorial rigor, bilingual command, and the execution-level perspective that most communicators never get to build.

SELECTED WORK

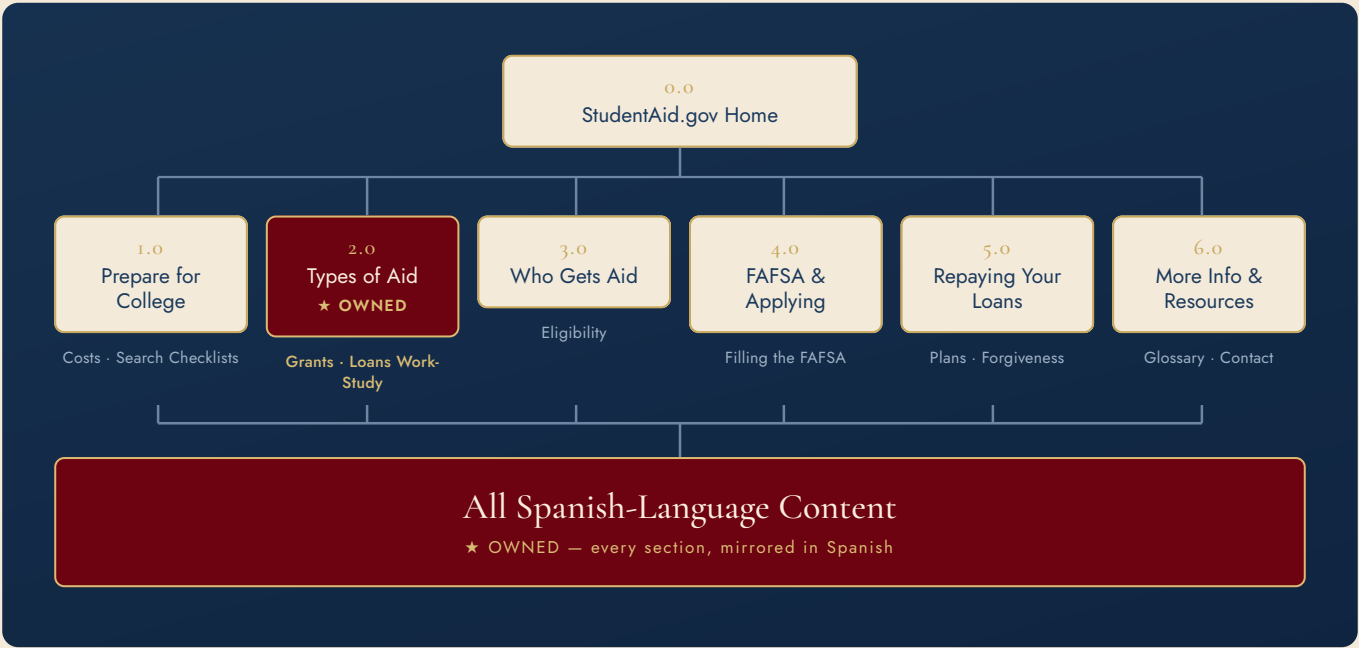
Portfolio

Federal publications are public-domain and these are my own work — produced, edited, translated, and shepherded from concept to print and screen.

PUBLIC WEBSITE

StudentAid.gov

The federal government’s primary student-aid website. I owned the **“Types of Aid”** section — grants, loans, and work-study — and **all Spanish-language content across the entire site**, ensuring every English page had an accurate, culturally fluent Spanish counterpart.



Site architecture redrawn from my original StudentAid.gov information-architecture map.

FEATURED

Building a Federal Agency's Spanish-Language Voice

Over a career at Federal Student Aid, I built the Department's Spanish-language communications from the ground up — setting the standard for how the U.S. government speaks to Spanish-speaking students and families about paying for college.

- ◆ Produced FSA's first Spanish FAFSA and established a bilingual publications program that continues today.
- ◆ Named the Department's subject-matter expert and point of contact for translations.
- ◆ Built and maintained the official English—Spanish financial-aid glossary, with buy-in from Hispanic-Serving Institutions.
- ◆ Designed the Department-wide translation workflow and served as final Spanish reviewer.

80%

TRANSLATION COST CUT

50%

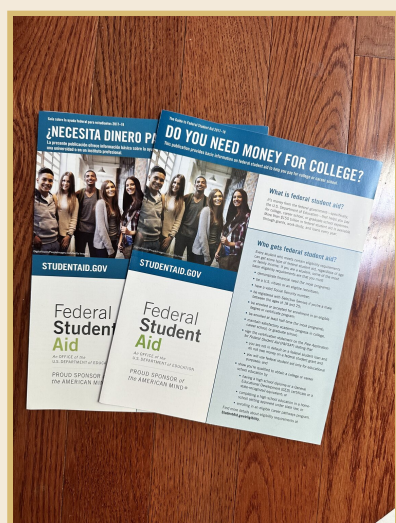
OF FSA PRINT CIRCULATION, AUTHORED

1ST

SPANISH FAFSA PRODUCED

2×

OUTPUT, SAME BUDGET



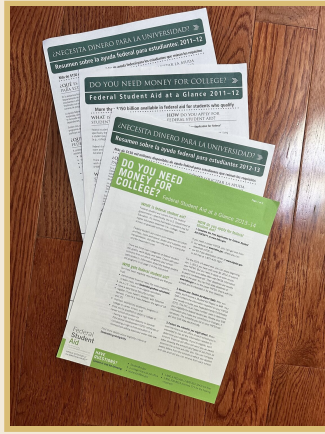
FLAGSHIP BILINGUAL GUIDE

Do You Need Money for College?

¿Necesita dinero para la universidad?

FSA's flagship annual guide to federal student aid, managed end-to-end in both languages — regulatory updates, imagery, SME and communications-office reviews, translation, and Section 508 accessibility compliance.

- ◆ **2.1 million-copy** print run.



PLAIN-LANGUAGE REFERENCE

Federal Student Aid at a Glance

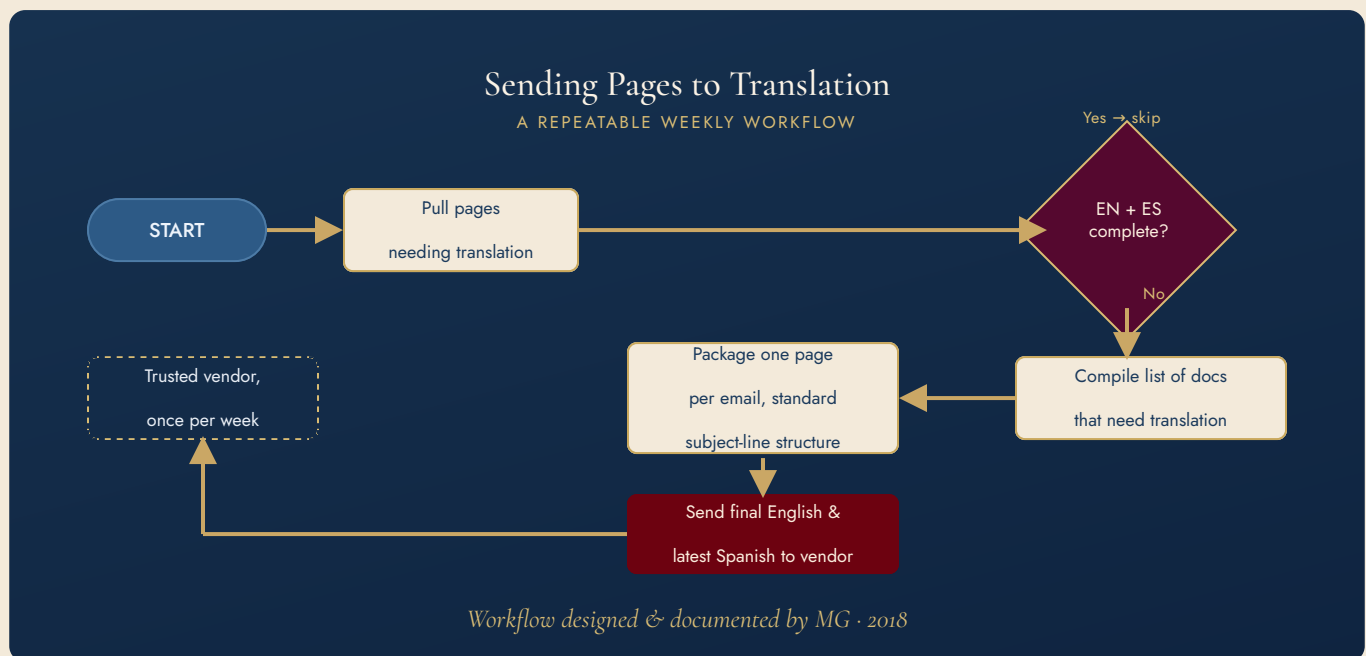
Resumen sobre la ayuda federal

A bilingual quick-reference that distills the entire federal aid system — grants, work-study, and loans — into two pages, turning dense Title IV policy into clear language in both English and Spanish without losing precision.

DIGITAL OPERATIONS & CONTENT SYSTEMS

The Engine Behind the Words

Beyond writing, I built and ran the systems that kept a bilingual publishing operation moving — and authored the team's playbook.



- ◆ Built and administered the SharePoint **Publications & Translations Trackers** for 200+ publications.
- ◆ **Authored the Writer-Editor production checklist** — the team's standard process.
- ◆ Designed the Department-wide translation workflow and produced how-to training videos.
- ◆ Body of work spans **50+ publications** in English and Spanish — including one in **five languages**.

One workflow from a larger bilingual content operation — redrawn from my 2018 process documentation. The full system ran on many more.

A Bilingual Library

A selection from a 50+ publication catalog — each one written, edited, or translated for clarity in English and Spanish.

50+

PUBLICATIONS, ENGLISH & SPANISH

2.1M

COPIES, FLAGSHIP GUIDE PRINT RUN

200+

PUBLICATIONS TRACKED & MANAGED



— and dozens more, including a single publication produced in five languages. —

EXPERTISE

What I Bring

Writing & Editing

- Plain-language & Section 508 accessibility
- Policy-to-public translation (Title IV)
- AP Style & the Plain Writing Act
- End-to-end publication management
- Editorial standards & style guides

Bilingual & Translation

- UN-certified English / Spanish
- Glossary & terminology governance
- Translation program management
- Cultural localization, not literal translation
- Final bilingual quality review

Digital & Operations

- SharePoint architecture & administration
- Web content management (StudentAid.gov)
- Workflow & process design
- Team leadership (100+ reports)
- Training videos & documentation

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LOCATION

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