



# Laetitia Mizero Hellerud

Connector | Educator | Optimizer

## AUTHOR

Hellerud, L. (2018) "Turning Points: True Stories of Thriving Through Adversity". Fargo, ND: UBUNTU Consulting.

Hellerud, L. (2017). "Being at Home in the World: Cross Cultural Leadership Lessons to Guide Your Journey". Boise, Idaho: Aloha Publishing.

Mizero, L. (1993). "The Influence of Greek Classical Drama on Modern African Theater: Sophocles' Oedipus Tyrannus and Rotimi's The Gods Are Not to Blame". Bujumbura, Burundi: Presses Universitaires.

## EDUCATION

**QUALIFIED IDI ADMINISTRATOR CERTIFICATE | 2017**  
IDI, LLC, Olney (MD)

**M.S. IN MANAGEMENT | 2005**  
University of Mary, Fargo (ND)

**B.A. IN ENGLISH LITERATURE AND LINGUISTICS | 1993**  
University of Burundi (East Africa)

## CONTACT

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## EXECUTIVE PROFILE

More than **25 years of experience** ranging from providing direct services to high needs/high risks populations, and managing a refugee resettlement program, to consulting with various organizations (government entities, non-profit organizations and businesses) in and outside the United States of America. Areas of expertise include:

- Keynote speaking and breakout sessions (specialized in topics of intercultural competence, cross-cultural leadership, equity and inclusion, program management, refugees/immigrants matters, conflict management, integrating communities, human rights, peace, navigating cultural diversities, personal development and more)
- Design and facilitation of customized workshops
- Networking and connecting
- Individual and group coaching

## EXPERIENCE

### FOUNDER & PRINCIPAL

**UBUNTU Consulting | Fargo, ND | 2015 - Present**

- Provide educational services by developing, facilitating, coaching and delivering customized workshops and seminars that support individuals' teams' and organizations' growth within their own vision and UBUNTU Consulting's areas of expertise
- Provide selective written translation and oral interpretation services in Kirundi, Kinyarwanda, French and English
- Consider other fitting contracts/projects
- Administer individual and group IDI assessments, and development of goals and plans

### PROGRAM DIRECTOR & STATE REFUGEE COORDINATOR

**LSS of North Dakota, New American Services | Fargo, ND | 2012 - 2015**

- Manage/coordinate all aspects of the New American Services program in Fargo, Bismarck and Grand Forks
- Oversee the execution of relevant agency contractual agreements while serving as the North Dakota State Refugee Coordinator under the Office of Refugee Resettlement, a program of the US Department of State

## PROGRAM FACILITATION

### CIRCLE OF PARENTS FACILITATOR

NDSU Extension Program | 2007-2009  
Moderated parenting support group

### PARENTS FOREVER FACILITATOR

NDSU Extension Program | 2006-2009  
Facilitated parenting class for divorcing partners, and partners parenting apart

## COMMUNITY LEADERSHIP & ENGAGEMENT

### BOARD MEMBER:

- Fargo-Moorhead Symphony Orchestra
- New Americans Consortium for Wellness and Empowerment

### MEMBER:

- Presentation People, Social and Justice Collaborative
- North Dakota Human Rights Coalition
- West Fargo Sheyenne High School Parent-Teacher Committee
- TRI College NEW Leadership Institute Recruitment Committee & Faculty in Residence (as needed)
- Fargo Human Relations Commission
- MN Regional Workforce Alliance

### PAST MEMBER:

- North Dakota Workforce Development Council
- YMCA Recruitment Committee

### PAST BOARD MEMBER:

- Presentation Partners in Housing
- Family Health Care Center

### CO-FOUNDER/PAST MEMBER:

- Luminata F-M Refugee/Immigrant Women's Network

### OTHER INITIATIVES:

- Chair, Martin Luther King Jr. Celebration Day Planning Committee for the City of Fargo (2017-Present)
- Trained Health Mentor for the refugee/immigrant community (2000-2012)
- Burundi Girl Guides National Youth Program Developer/Trainer (1986-1996)

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### FAMILY INVOLVEMENT COORDINATOR/CULTURAL LIAISON FAMILY ADVOCATE/SITE MANAGER

South Eastern ND Community Action Agency | Fargo, ND | 2002 - 2012

- Serve as support and resource for the Head Start program staff and families through the day-to-day personnel and clients management
- Assist with the recruitment process, the coordination of educational services for parents, as well as the development of involvement activities for families and community members

### TRANSITIONAL HOUSING CASE MANAGER

#### PROGRAM COORDINATOR

Lakes and Prairies Community Action Agency | Moorhead, MN | 2001 - 2002

- Responsible for developing the program, monitoring and managing grant resources while building community networks as well as assisting qualifying homeless people with developing and implementing self-sufficiency goals/plans
- Provide case management services
- Fulfill reporting requirements

### INITIAL CASE MANAGER

#### LANGUAGE INTERPRETER

LSS of North Dakota Center for New Americans | Fargo, ND | 1999- 2012

- Collaborate with community services to develop resettlement plans to meet basic needs for newly resettled refugees and secondary migrants in addition to assisting clients with developing and implementing individual self-sufficiency plans
- Provide case management services
- Assist newcomers with French and English interpretation needs

### ADMINISTRATION MANAGER

Catholic Relief Services - USCC | Burundi & Burkina Faso | 1994 - 1998

- Responsible for human resources and office management in an organization of 30 employees (Burundi) and 87 employees (Burkina Faso)
- Manage public relations and partnership-building