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# Jemma Pullen BA (Hons) DipTransIoLET MCIL

35 Pottery Street, Swansea, SA1 2GA, UK | 0044 7805 972 993

**jemma.pullen@languagejem.co.uk** | **www.languagejem.com**

**Professional Translator, Terminologist, Copywriter & Linguist**

Content Creation | Translation | Terminology Management | Localisation

Fully qualified professional freelance translator and terminologist and **Member of the Chartered Institute of Linguists** with over 12 years’ experience in the content industry:   
in-house, agency-side, government sector and freelance.

Detail-orientated self-starter with a strong focus on **delivery**, **consistency** and **accuracy**,   
who believes in the power of language to deliver a great customer experience.

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| * Good mix of technical, linguistic, communication and leadership skills | * Strong organisational and prioritisation skills with excellent time and task management |
| * Working with large volumes of content, under pressure and to deadlines | * Excellent attention to detail and focus on accuracy, consistency and efficiency |
| * Working on multilingual content (able to orientate around most European languages) | * Ability to work well independently and unsupervised, as well as part of a team |
| * Robust research, collation and data summarisation skills | * Fast, keen learner, ability to quickly grasp technical concepts and solve problems quickly and efficiently |
| * Knowledgeable in, and sensitive to, multicultural and intercultural aspects of linguistic projects | * Thrives in a global team environment |

**Computer & Technical Skills**

SDL Trados Studio 2017 | MS Office | MultiTerm | Sketch Engine | Acrolinx | ProMT | CMS | AntConc | xBench | Trello  
Idiom WorldServer & Desktop Workbench | WordNet | Confluence | Rally | Jira | SharePoint | Agile, Scrum & Kanban

**Professional Experience**

**Head Linguist & Founder** August 2016 to Present

**Language JEM**

* **Professional Translation:** Russian and Czech into English, Vendor Language Lead, Transcreation

*Specialisms:* European Union | Medical, Healthcare & Pharmaceutical | Advertising, Marketing, Brand & PR | Website & App Localisation | Business & Corporate Communications

* **Content Management:** Copywriting, Copy Edit, Brand Voice & Tone, Style Guides, Creative Briefs
* **Localisation:** Websites, Apps, Games, Software, Linguistic QA, Bug Fixing, CDI,User Testing
* **Expert English:** Editing, Proofreading, Transcription, Plain English, International English,   
  Global English Variants (UK, US, CA, IE, SG, HK, AU)
* **Language Technology:** Setup, optimisation and maintenance of CAT tools (translation memories, machine translation, authoring tools (Acrolinx), content quality tools)
* **Terminology Management:** Glossaries, Term Databases**,** Terminology Workflows & Processes
* **Training & Workshops:** CAT Tools,Transcreation, Brand Voice & Tone, Global English, Managed Terminology, and more…
* **Language Tuition:** TEFL qualified | English, Russian and Czech language tuition for holiday use

**Terminologist, G11n**June 2014 to July 2016

##### PayPal, London, United Kingdom (Working from home office in Swansea from March 2015)

* **Terminology Lifecycle Management**: term creation, harvest, audit, validation, reference
* **Linguistic Administration:** custom grammatical and syntactical rule sets
* **Terminology Governance:** engagement of stakeholders/subject-matter experts via user panels and focus groups
* **Data Entry and Enrichment:** concept delimitation, definition creation, data labelling and tagging
* **Analytics and Reporting:** data visualisation, metrics newsletters on performance
* **Training & Workshops:** on tools, processes, skills – in person and remotely; creation of training materials, workshops and technical documentation for tools and processes in various media

#### English Language Localisation Specialist, L10nApril 2011 to June 2014

##### PayPal (eBay inc.), London, United Kingdom

* Localisation of US English web and mobile app content to UK English (+ Asia) and AU English
* Managing lexical and glossary resources and processes for 6 markets across different time zones
* Customisation, optimisation and maintenance of English normalisation Machine Translation engine
* Post-editing and linguistic review of machine translated content for publishing live to site
* Translation Memory maintenance allowing fast, efficient and accurate translation
* Copywriting for the 2014 UK Marketing website relaunch, incl. body copy, headlines and taglines
* Collaboration with: developers, engineers, designers (visual/UI, UED), I18n, product, legal
* Point of contact for GB and AU LQA teams: linguistic bug handling
* Managing and maintaining the in-house UK Style Guide

**Freelance Translator from Czech and Russian into English** March 2006 to April 2011

Self-employed (part time and full time)

* Same duties as for **Language JEM** services above (August 2016 to Present).

**In-house Translator and Terminologist** (traineeship) February 2010 to June 2010

Council of the European Union, English Language Unit, Translation and Production, Brussels, Belgium

* **Terminology Management:** creating, managing and editing entries and domains in IATE – the inter institutional multilingual terminology database of the EU. Terminology research projects on fiscal policy, finance, transport (maritime and river), energy, defence, telecommunications and the environment
* **Translation RU-EN, CZ-EN:** texts on EU policy and procedures, legislation, human rights, inheritance and international relations in line with the Inter Institutional Style Guide

**Multilingual Transcreation Advertising Project Manager** April 2008 to October 2009

Textappeal Ltd., London, United Kingdom

* Responsible for **CAT software and terminology management** for multiple languages
* Definition and coordination of end-to-end workflow process for multimarket and multilingual projects
* Preparation and formatting of master source files, briefing documents and reference files
* File management and version control, file mark-up and quality assurance of multilingual texts
* **Vendor testing, selection, management, training and liaison** (freelancers and agencies)
* Client facing, quote preparation, and budget management
* English language copywriting and internal company marketing – website, blog and SEO
* **Leading transcreation projects:** exploring creative approaches, giving feedback and insights, selecting optimal taglines and headlines
* **Brand management:** cultural insight briefing, evaluation of the effectiveness of ad campaigns, work on brand books and brand guidelines

**Multilingual Business Assistant for Eastern Europe** (+ attending night school)September 2007 to April 2008

Premier Farnell Plc., London, United Kingdom

**Bi-lingual Executive Assistant – European eBusiness Team** (+ attending night school) May 2006 to August 2007

Monster Worldwide, Prague, Czech Republic

**Languages**

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| Mother tongue | English (UK) | | | | | | | | | |
| Other languages | Understanding | | | | Speaking | | | | Writing | | |
| Listening | | Reading | | Spoken interaction | | Spoken production | | - | | |
| **Czech** | B2 | Independent user | C1 | Independent user | B2 | Independent user | B2 | Independent user | B2 | Independent user | | |
| **Russian** | B1 | Independent user | C1 | Independent user | B1 | Independent user | A2 | Basic User | A2 | Basic User | | |
| **French** | B1 | Independent user | B1 | Independent user | A2 | Independent user | A2 | Basic User | A2 | Basic User | | |
| **Welsh** | A2 | Basic User | A2 | Basic User | A2 | Basic User | A2 | Basic User | A2 | Basic User | | |
| European level self-assessment [Common European Framework of Reference (CEF) level](http://europass.cedefop.europa.eu/LanguageSelfAssessmentGrid/en) | | | | | | | | | | |

**Education**

**University of Westminster** 2008 to 2009

##### CIoL Diploma in Translation

Part-time, post-graduate exam preparation course for the CIoL DipTrans, with an emphasis on general translation skills and specialised areas such as technology, science, business, literature, social science and law. Separate bi-lingual classes for Russian (RU-EN, EN-RU) and Czech (CS-EN, EN-CS) covering translation techniques and theory, translation analysis, practical translation, aspects of culture, and grammar and syntax.

**Charles University & Jazyková škola hlavního města Prahy** Feb 2005 to June 2007

##### Czech State Language Certification

Part-time intermediate and advanced Czech language courses. Czech drama classes and performance.

**Leeds University & Moscow State University (TsMO MGU)** 2000 to 2004

##### Bachelor's degree, [Russian Studies](http://www.linkedin.com/search?search=&keywords=Russian+Studies&sortCriteria=R&keepFacets=true&trk=prof-edu-field_of_study), First Class Hons.

Russian Language & Society with Study Year Abroad at Moscow State University   
Semester I 2003/2004 - Multilingual Computing (CAT tools, WordFast, Machine Translation).  
Czech Language & Culture: Grammar, Conversation, Audio, Translation (EN-CZ, CZ-EN), Literature, Film, History

**St. Brendan´s Sixth Form College** 1998 to 2000

3 A-Levels: Biology (A), Geography (A), Graphic Design (B); 1 A/S Level: Russian (A)

**Bristol Grammar School** 1993 to 1998

10 GCSEs: Russian (A\*), French (A\*), Biology (A\*), Graphic Design (A\*), English Language (A), English Literature (A), Geography (A), Maths (A), Physics (A), Chemistry (A)

**Continuing Professional Development**

* Pro PPC Google AdWords Training (05.10.2017)
* Chwarae Teg Welsh ILM Leadership Career Program (July 2017 - April 2018)
* Swansea University: Welsh for Adults Intermediate Level – Cwrs Canolradd (2017/18)
* Swansea University: Welsh for Adults Entry & Foundation Level   
  – Cwrs Mynediad: 94% (2015/16) & Cwrs Sylfaen: Distinction (2016/17)
* Hospital ward experience for healthcare and medical specialism: NHS Healthcare Support Worker and Stock Controller (part time), ABMU Health Board, (September to December 2016)
* Lexicom Lexicography and Lexical Computing, Corpus Linguistics and NLP Workshop (8-12.06.2015)

**Hobbies & Interests**

Swimming, surfing, baking, cake decorating, cookery, foreign cultures, dogs, word games, languages and travelling.



References available upon request.