**CLAUDIA GOUVEA**

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**LANGUAGE SPECIALIST – ENGLISH > BRAZILIAN PORTUGUESE**

Senior Language Specialist with 15+ years of experience in translation and localization industry - English to Brazilian Portuguese. Expertise in translation of user interface, online help, training guides, technical documentation, marketing and corporative texts translation. Knowledge of CRM, EPM, HR, finances, and educational systems terminology. Experience in linguistic quality assurance, coordination of translation projects, vendor management, glossary administration, and CAT tools, like Trados and WorldServer.

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| * Translation / Localization * Vendor Management * Glossary Administration | * CAT Tools (**SDL Trados Studio 2019**) * Linguistic Testing / Bug Fixing * Editing Tasks | * Linguistic Quality Assurance * Project Coordination * Style Guide Maintenance |

**DISTINCTIONS**Brazilian Portuguese native speaker

Master Degree in Business Administration

##### PROFESSIONAL EXPERIENCE

**Khan Academy Remote 2015 – 2016**

**VOLUNTEER AUDIOVISUAL TRANSLATOR AND REVIEWER**

*Responsible for subtitling, revising and publishing instructional videos so the language barrier does not prevent users from accessing everything the platform offers.*

**Oracle**

###### SENIOR LANGUAGE SPECIALIST São Paulo, Brazil 2005 – 2011

*Language Specialist responsible for enabling the translation partners to deliver quality translations, by addressing their terminology issues, approving glossaries, performing quality assurance, and testing the final product.*

* Responsible for the translation of Oracle e-Business Suite, CCB (Customer Care and Billing), NMS (Network Management Systems), MDS (Meter Data Management), Demantra, WPS (Production Scheduling), SNO (Strategic Network Optimization), APCC (Advanced Planning Command Center), and Demand Signal Repository (DSR).
* Specified linguistic guidelines and quality standards for the vendors to follow.
* Reviewed and approved glossaries.
* Scheduled and performed quality assessment on translated material.
* Gave feedback to vendors.
* Performed software linguistic testing and bug fixing.
* Interacted with internal developers, product experts and final users.

###### PeopleSoft

###### TRANSLATION cooRDINATOR São Paulo, Brazil 2002 – 2005

*Coordination of translation projects; management of translators’ team; linguistic quality assurance; glossary and style guide administration.*

* Responsible for the translation of PeopleSoft EPM (Enterprise Performance Management), PeopleSoft Student Administration, marketing materials, press releases, and newsletters.
* Responsible for the department style guide creation.
* Led translators’ team.
* In charge of project final quality assurance.
* Evaluated project size and complexity.
* Created and followed up project schedules.
* Specified translation guidelines.
* Performed and approved terminology research.
* Presented workshops for around 25 translators and 5 coordinators.

**TRANSLATOR São Paulo, Brazil 2000 – 2002**

*Responsible for the translation and localization of PeopleSoft applications interface, technical documentation, training and marketing materials.*

* Participation on PeopleTools and CRM 8.4 software, documentation e training guides translation projects.

**Ibéria Assessoria em Informática**

**TRANSLATOR São Paulo, Brazil 1995 – 2000**

*Home based translator working on IBM translation projects.*

* Translation of technical documentation of IBM products, including object-oriented programming (VisualAge for Java and VisualGen); databases (DB/2); operational system (OS/2 Warp) and server (IBM Internet Connection Secure Server).

**EDUCATION**

* Master's degree in Business Administration - Fundação Getulio Vargas (São Paulo/Brazil) 2006
* Bachelor’s degree in Language Arts – Universidade de São Paulo (São Paulo/Brazil) 1996

**IT**

CAT Tools: Trados, WorldServer, HyperHub (Oracle), Application Designer (PeopleSoft)

MS Office (Word, Excel, Power Point), MS Project, Visio