

Steven(Sungmo) Jung  
Lord iTrans Technologies, [www.lorditrans.com](http://www.lorditrans.com)  
32 Gleneagle Cr., Toronto, ON. Canada (M2J 3H3)  
(O) 416-498-4808, (C) 416-518-7770, (F) 416-498-4808  
[Steven@lorditrans.com](mailto:Steven@lorditrans.com), [Mail@lorditrans.com](mailto:Mail@lorditrans.com)

- Career Objective : Subcontractor/Freelance Linguist (EN↔KO + CH/JP/RU)
- Computer Environment : PCs, Windows XP, MS Office XP/Lotus SmartSuite, Adobe Acrobat for PDF, Web/HTML Editor, CAT(TM: Trados 6.5/SDLX 4.2), DTP, etc.

#### QUALIFICATIONS & STRENGTHS

A highly creative, responsible, goal-oriented (“Can-Do”) professional with solid skills in :

- Web/Internet, IT/Electronics/Electrics/Telecom/Hardware/Software Localization/Globalization, Finance/Legal/Patent, Technology/Medical/Dental/Biochemical/Pharmaceutical, Engineering, Avionics/Aerospace/Agricultural/Military Manual and Video(Subtitle/Script/Voice-over), Game/Animation, Brochure Translation, Transcreation/Adaptation, Copywriting, Proofreading, Editing, and Interpretation projects between English and Korean
- Technical Support and Consulting for IBM Midrange System AS/400 hardware, OS/400, Network, PC and System Solutions (Security, Communications, Performance, Backup/Recovery, DB2 etc)
- Project Management of full-cycle, Timeline and Resource Management, Managerial Leadership
- Finance/Accounting, PC skills (Lotus Freelance, MS Office, CAT-Trados/SDLX, DTP, PDF)
- Interpersonal/Business Communications, Negotiation, Presentation, Teamwork, Problem Solving and Prevention, Customer Satisfaction System and quick learning attitude
- Business/Technical Acumen, Business Process, Cross-functional Coordination, Product Marketing, Strategic Planning, Client Relationship Management and Account Management, Skills Management

#### SIGNIFICANT ACHIEVEMENTS

- 23-year-long career as a professional linguist (English and Korean) regarding IT, Technology, Media, and Business translation/voice-over and interpretation, and currently located in Toronto, Canada
- Broad-based professional experience ranging from Finance/Accounting, Product Planning, Brand Management, Education and Skills Management, AS/400 System Engineering and Technical Support to Web Application/Software Localization/System Implementation Project Management
- Overachieved system/service sales target 3.5 times through client relationship management
- Met 75.0 % target of customer satisfaction over the full period of service with IBM
- Performed 120 AS/400 (RS/6000, S/36) account management and multiple project management for on-site services, development and implementation for 7 years in all
- Succeeded in IBM Skills Management System development project as worldwide leading engineer and attained the skills vitality index of 75.0% target
- Awarded military resource deployment project/translation & interpretation by US Secretary of the Army

#### PROFESSIONAL EXPERIENCE

Lord iTrans Technologies (Toronto)

1998-2005

**Senior Linguist & Operations Director/Project Manager with Quality Assurance**

**Information Project Developer/Translator/Interpreter/Certification Examiner (EN ↔ KO)**

- Fulfill IT(Web contents/telecom/Computer/Software), ISO/Technical Manual, Legal/Patent, Video, Game/Animation, Medical/Scientific/Academic Materials, Literary/Dictionary, Finance/Business Documentation translation/editing/proofing and interpretation
- Certification Examination/Evaluation in IT/Internet/Computer/Electronics & Electrics area run by KTA (Korea Translators Association)
- Perform Quality Assurance in translation projects based on self-auditing and cross-checking system

AS/400 Marketing, Brand Management/Global Services, IBM - Korea

1994-1998

**AS/400 Senior System Services Rep/Advisory Systems Engineer/Translator/Project Leader**

- Provided customer services on AS/400 with peripherals hardware, OS/400 with License Programs and network devices for high availability and upgrade services. Served as Help Desk and 2<sup>nd</sup> level technical support on a 24/7 basis
- Covered 120 AS/400 (plus RS/6000, S/36) accounts with technical support/sales, solutions sales, business development for annuity customer services revenue and material/parts management
- Managed projects of product announcement, pre-installation supports, technical lectures on AS/400 system management, administration and control, operations, problem prevention, performance tuning and capacity planning, application implementations
- Conducted pre-sales systems engineering for AS/400 marketing with configuration, implementation, sales supports, competition analysis, migration path, brand management and product announcement
- Delivered technical lectures and translation, technical writing, manual and brochure publication (quarterly) for new technology update under project contracts
- Multiplied service business target 3.5 times through direct capturing strategy and client relationship on preventive services and quarterly customer education
- Met 75.0% target of customer satisfaction over the full period of service
- Trained 5 staff periodically with skills transfer documentation and skills mentoring system

Education Center/Country Skills/Personal System Marketing, IBM – Korea

1990-1993

**Education Specialist/Project Leader/PC Systems Engineer/Translator**

- Managed the IBM Skills Management System (named SKILLS) development project as worldwide leading SE and implemented human resource planning system with skills DB of 1,500 employees.
- Completed software localization with technical writing, translation, publication for implementation
- Performed PC product planning and announcement project (PS/55 series, Laptop), Ad promotion, Brochure and material publication, translation/editing, market trend research and supply management

Finance/Accounting, IBM – Korea

1995-1989

**Accountant/Financial Analyst/Senior Admin Specialist/Translator**

- Participated in Accounting Information System development project and Business Process with Business Systems Setup, Management methodologies and Translation of User's Manual, etc.
- Performed extensive finance/accounting work process covering expense, advance, loan, billing, balance sheet, profit & income, financial analysis, general ledger, royalty, tax report and audit
- Coordinated the whole process of marketing field supports from letter of intent, contract, order, supply processing/shipping scheduling, customs clearance, delivery, installation, DB updates, documentation, sales compensation, business control/planning and staff education

Adjutant General, 8<sup>th</sup> US Army HQ

1983-1985

### **Interpreter/Translator/Project Leader - Sergeant(Awarded)**

- Led military project of resource deployment and workload balancing
- Fulfilled interpretation/translation/mail and distribution process for joint military operations

#### **TECHNICAL SKILLS**

- Hardware Services AS/400 (CISC/RISC/iSeries), Peripheral (Storage/Tape/Printers), RS/6000 & I/O, Network (LAN/WAN) devices and PC/Workstations, RAID, IPCS, Token Ring, UPS, Site Preparation, Cabling System ; system configuration, procurement, installation, operations, consulting, trouble-shooting, backup/recovery, work management, upgrades
- Software Supports OS/400, License Programs, Windows 9X/NT, OS/2, UNIX/AIX, Lotus Freelance, Cum PTF/RETAIN for problem solutions, System Administration and Control, OS Version/Release Upgrades, Web/Network Management
- System Solutions Availability Management, Preventive Solutions, Problem Isolation, Help Desk operations and 2<sup>nd</sup> level support, System Migration
- Applications/Languages Client/Server environment, Internet Access & TCP/IP, CL, RPG, Office skills (Word/Excel/Outlook/PowerPoint/Publisher, TM(Trados/SDLX)/Machine Translator/PageMaker/FrameMaker/Adobe Acrobat/Web Editor)
- Professional Area Project Management (System Implementation Life Cycle/Methodology), Technical Writing/Translation/Interpretation(EN-KO/CH/JP, RU), Proofread/Edit/Manual/Brochure Design, and Desktop Publishing, Software Localization, Timeline Management, Presentation, Organization, Technical Lecture, Teamwork, Process and Procedure Management, Interpersonal/Business Communications, Leadership, Motivation, Stress/Risk Management, Problem Solving/Prioritizing
- Business Solutions Financial Analysis/Accounting/Banking, Pricing, Quotation, Proposals, Cost Engineering/Accounting, Material and Cost Planning, Revenue Generation/Profit & Income Analysis, Business Acumen, Client Relationship and Account Management, Documentation, Customer Call-taking Technique, Technical Sales, Customer Satisfaction and Services, Quality Assurance, Supply and Vendor Management, Market Survey/Competition Analysis and Opportunity Qualification,

#### **EDUCATION**

- Chonnam National University, Korea 1983  
Bachelor of Business Administration degree in Accounting
- IBM Personal Systems (ELT) course, Singapore 1990
- IBM Midrange System (AS/400, RS/6000), Sales Call courses, Singapore 1990
- IBM AS/400 Hardware/Network course, Japan 1995
- IBM OS/400 Internal Program Supports (Debug & Patch) course, Australia 1995
- IBM Education Center classes for OS/400 License Programs/Applications/  
Languages/Technical Consulting/System Solutions/Solution Marketing/  
Accounting/Planning/Business Process/PC/Professional skills, Korea 1998
- Technical courses for A+/Office/Translation CAT/DTP/LINUX/Web Content, Canada 2001

- EN Language & Literature, Dongshin College & Chonnam Univ., Korea (10 years) 1972
- CH Language & Literature, Dongshin College & Chonnam Univ., Korea (10 years) 1972
- GE Language & Literature, Kwangju First High & Chonnam Univ., Korea (4 years) 1975
- Foreign Language Courses for CH(Trad./Simp.) Translations, Korea 1982
- KATUSA(Translation/Interpretation/Administration) Courses, 8<sup>th</sup> US Army 1983
- Foreign Language courses for JP Translations, IBM Education. Center, Korea 1993
- Interpreters & Translators' Training 2003, Canada 2003

#### HONORS

- US Army Commendation Medal from the Secretary of the U.S. Army 1985  
in recognition of excellent translations/interpretation service and project management  
on the workload re-deployment (the highest level in non-wartime)