

Jin Tian

Summary

Over 10-year experience in language and document processing plus proficient computer skills enabled me to deliver products in an accurate and succinct way from the customers' point of view. The close cooperation and communication with development, technical support and other teams made us fast responsive for customers' new requirements and questions. The proofreading, management and publishing skills helped improve the deliverables to meet the standard of quality and deadline. I am accountable, cooperative, detail and customer oriented and well organized, and a quick learner.

Skills

- Translation, proofreading, DTP and publication
- CAT (Trados, MemoQ)
- Project management, planning, coordination, and problem solving
- Writing and editing (Adobe suite, oXygen XMLAuthor, DITA and XML)
- Microsoft Office suite, Visio
- Agile Methodology
- CMS and version control (XDoc, Vasont and Tortoise SVN)
- Tracking and collaboration (JIRA, Bugzilla and Confluence)

Employment History

Technical Writer/Editor Nokia (Chengdu, China) Feb. 2011 - Feb. 2016

- Scrum with R&D (SMEs) in the development of software based on user story
- Write, review and update documents according to style guide and process
- Conduct peer review in the document team and hold email and meeting reviews with subject matter experts and other stakeholders for approval
- Test software based on latest build and documentation
- Localize documents for domestic operators
- Plan and cooperate with other translators for terminology, consistency, style, etc.
- Publish and maintain documents and programs on the online publishing system
- Analyze and troubleshoot bugs from internal staff and customers

Key Achievement

- Localization of manuals for China Unicom
- Successful delivery of NetAct 15 (operations support system)

QA Manager Lighthouse (Chengdu, China) Feb. 2007 - Jan. 2011

- Do planning according to weekly volume of patent applications published on State Intellectual Property Office (SIPO), resource and deadline to estimate effort, timeframe and budget

- Assign translation, proofreading and DTP, and allocate resources based on project type and priority to juggle budget and resource
- Check files before conversion and delivery
- Maintain data in the database for tracking and update
- Analyze and answer queries and reports from customer and share them within the internal knowledgebase for the continuous improvement
- Write user manuals of operating systems

Key Achievements

- Released the first version of handbook for our operating system to provide guidance for new staff
- Created the internal knowledge base and updated it based on the latest quality reports and enquiries from customers for the continuous improvement of quality
- Held training sessions with the team members in different technical backgrounds for the whole company

Technical Support Laerdal Medical (Chengdu, China) Apr. 2005 - Dec. 2006

- Customer service, pre-sale and post-sale support
- Layout design, software installation and training
- Localization of the new products and software manuals

Key Achievements

- Localized product catalogue and updated it against the new products and new releases
- Cooperated with Medtronic and Immersion to build the then most advanced and largest medical simulation training center for Southwest Hospital

Freelance translator since 2006

WIPO translator

US and Europe based clients

Education

Bachelor of Information and Computing Science

Southwest University of Science and Technology, Mianyang, Sichuan, China

Sep. 2001 - Jun. 2005