

# EUGENIA GARCIA OLEA

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## SUMMARY OF QUALIFICATIONS

*US-based translator with 17 years of experience in US Government, IT/Telecom, Legal, Books, Multimedia. BA in Translation from Universidad Nacional de Córdoba, Argentina. BS in Management of Information Systems from USF.*

## PROFESSIONAL EXPERIENCE

### **e-LANGUAGE SERVICES, INC.** – Saint Petersburg, FL

**2008 to present**

#### ***Publishing and Multimedia***

- Lead translator and proofreader/QA specialist for US-based company providing health education to new parents in multiple formats: books, videos, eClasses and Web Apps. Client requires strict adherence to Glossary and Style Guides, and the use of neutral Latin American Spanish. Client's QA Process includes additional editing step and feedback/terminology discussions with members of a multicultural team (native speakers from Spain and Chile) to ensure deliverables are as neutral as possible. Volumes: ≈100K words in 2016, over 300K words in 2017.
- Post machine translation edit for the script used by Pope Francis during the Eighth Annual World Meeting of Families Event in Philadelphia on September 26, 2015.
- Translated short story book (Literature) into neutral Spanish for Latin America at the end of 2016.
- Spanish transcription of audio files (interviews, focus groups) and video files (Mexican TV shows for Netflix).

#### ***Private sector***

- Assisted Bay Area Youth Services, Inc. in their efforts to provide localized delinquency diversion programs for the US-Hispanic community in the Tampa Bay Area. Provided translation, DTP and proofing services for a variety of materials, among others: Anger Control, Social Skills Enhancement, Crime and Consequences, Grievance Process, Integrity, Healthy Relationships, Self Esteem Workbook, Sex Offender Safety Plan, Retail Theft, and Girl Power.
- Lead translator/editor and QA specialist for localization of 135K-word website for a New Jersey-based Hospital in 2015, including bug reporting and regression. CAT Tool: Easyling.
- Exclusive translator for Corporate Training Manuals (110K words) for proprietary sales system being launched in South America in 2015. Source files: InDesign, CAT Tool: TRADOS Studio 2014.
- Lead translator/editor and QA specialist for localization of software applications, online help systems and user guides for large Telecom client (approx. 750,000 words per year) from 2008 till 2011. Other types of projects included: RFPs, NDAs, MSAs, other legal contracts, presentations, and marketing material.

**Public sector:** lead translator/editor for large State Government account from 2009 to 2014, handling over 600,000 words per year for the Departments of State, Public Welfare, Corrections, Transportation, Aging, and Education. Projects included: DOT and Corrections manuals, Hearings and Appeals letters, forms, online publications, websites, and voting instructions.

- Developed and maintained comprehensive client-specific Glossaries and Style Guides to ensure consistency in the use of terminology from one publication to another, as well as to document and guarantee compliance with the client's specific instructions and preferences. This included in-depth research of Government specific terminology, as found in regulations for Welfare Programs, State Codes, etc., and how the associated Spanish terms are being used in trusted official sources, such as [Gobiernousa.gov](http://Gobiernousa.gov), the Spanish sites for the IRS, SSA, etc.
- Implemented specific instructions based on the target audience, such as requests to lower the register for certain Government publications due to the low educational level of the audience, or to research and use terminology that will be preferred by the US Hispanic market, even though it may not be used in other Spanish-speaking countries.
- Compiled questions when the files provided for translation included potential errors, or required further clarification.
- Provided detailed feedback whenever the translations underwent a third party review that required linguistic explanations, and documented the outcome in the Style Guide/Glossary for use in future projects.

### **LIONBRIDGE TECHNOLOGIES, INC.** – Long Island, NY

**2007 to 2008**

#### ***Localization Project Manager***

Assigned as on-site Localization Project Manager for leading software development company in New York, was primarily responsible for facilitating communications between the client in NY and the Business Unit serving the account from Dublin. Coordinated large software localization projects, as well as the localization of e-learning material. Responsible for establishing and maintaining schedules for project deliverables, managing the account's budget and all client and vendor invoicing. Other duties included preparing cost and time estimates, meeting regularly with the client to communicate project status, and participating in Business Review Meetings. Prepared instructions for localization vendors, managed file queries, and ensured compliance with requirements and standards. Was instrumental in launching e-learning courses in multiple languages (including voice-overs, video and flash components), which resulted in new business with this client for Lionbridge.

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## **SYNIVERSE TECHNOLOGIES, INC. – Tampa, FL**

**1999 to 2007**

### ***International Projects Translation Liaison, Corporate Learning Services (2004 to 2007)***

Lead and manage company-wide localization projects to support international operations in Latin America, Europe and Asia-Pacific. Responsible for preparing annual budget, establishing and maintaining schedules for project deliverables. In charge of vendor selection and monitoring compliance with requirements, standards, quality, and costs.

- Developed an internal Translation Procedures Guide, both in MS Word and Online Help format.
- Delivered a presentation for internal Technical Writers to create awareness of localization processes and provide tips on how to write in order to optimize the use of CAT tools (Computer Aided Translation).
- Adjusted procedures to expedite delivery of critical projects under extremely demanding deadlines, allowing Syniverse to participate in bids in Europe and Latin America that resulted in increased business.
- Exceeded performance objectives for 2005 by 19%.

### ***Specialist Translation - Linguist, Corporate Learning Services (2002 to 2004)***

Developed proficiency in Portuguese and provided company-wide in-house translation support for Spanish and Portuguese. Responsibilities included support for the Sales and Legal teams in multinational contract negotiations with Latin American and Brazilian corporations. Instrumental in the internationalization (I18N) and localization (L10N) of Syniverse's major software applications into Spanish and Portuguese.

- Secured low cost vendors, renegotiated rates and minimized engineering costs in outsourced projects.
- Implemented routine maintenance tasks for Translation Memories (TMs) to maximize translated material reuse.
- Helped Development team identify I18N issues and assisted Test/QA group with post-localization testing.
- Participated in Web class initiative, translating scripts, localizing graphics and recording voice-overs into Spanish.

### ***Administration – Translation, Documentation and Training Department (1999 to 2002)***

Initiated localization efforts for the company, developing all processes and procedures to support new global business initiatives. Researched and evaluated different translation tools, including online dictionaries, machine translation and translation memory software. Within a year, eliminated the need to outsource projects for Spanish. Coordinated all outsourced translation work for other languages, managing requirements, schedules and TMs.

- Implemented TM software (Trados) as part of the translation process, increasing quality and reducing costs by 30%.
- Incorporated legacy material into TMs to leverage previously translated material (200K words).
- Completed initial translation of Online Helps and documentation for major products into Spanish (400K words).
- Routinely worked through technical problems with translation software bugs both internal to the software and in interaction with MS Office applications.

## **GTE DATA SERVICES - Tampa, FL**

**1998**

### ***Web Page Developer, Training Department, Cooperative Education Program - USF (University of South Florida)***

Selected to participate in internship program as part of the MIS curriculum at USF. Assisted with web site development and maintenance. Researched HTML and C code issues to resolve functional errors and improve design.

## **EDUCATION**

### **UNIVERSIDAD NACIONAL DE CÓRDOBA - Córdoba, Argentina**

**1989-1993**

*Bachelor of Arts, Public Translator of English/Spanish*

### **UNIVERSITY OF SOUTH FLORIDA - Tampa, FL**

**1996-2002**

*Bachelor of Science, Management of Information Systems*

## **SKILLS**

- Advanced user of all MS Office applications, TRADOS, WordFast, Idiom World Server, XTM, WordBee, Easyling, Adobe Acrobat, FrontPage, RoboHelp, Visio. Knowledge of InDesign.
- Languages: native speaker of Spanish (Latin America), extensive experience working with neutral Spanish. Near native speaker of English (US). Fluent in Portuguese, proficient in Italian and written French.
- Knowledge of C++ and HTML.