

# HOANG GIA HAI HOANG

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## PROFILE

- 15 year experience in translation and localization industry
  - Well organized, strongly efficient in working independently as well as in team, strong business communication and interpersonal skills
  - Excellent computing skills, particularly word processing in documents of all formats including, but not limited to, \*.doc, \*.ppt, \*.xls, \*.pub, \*.html, \*.htm, \*.xml, \*.ttx, \*.pdf, etc.
  - Comprehensive and thorough research skills
  - Capable of utilizing all available online and offline reference resources
  - Acting as Moderator for TranslatorsCafe, the second biggest forum for translators and interpreters in the world.
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## WORK HISTORY

- March 2002 - present: **Freelance Translator/Interpreter and Tour Guide** for various organizations and clients.  
*Support clients with their linguistic needs, advice and counsel in a wide array of translation and localization projects*
  - January 2011 - present: **Project Manager and Lead Translator** for my own Vietnamese translator team.  
*Manage a wide range of translation and localization projects in coordination with a strong translator team based in Vietnam with a standardised quality check procedure*
  - June 2013 - August 2013: **Project Manager** for TextAppeal in London, United Kingdom.  
*Carry out day-to-day management responsibilities including collecting project information, contacting freelance translators of different language pairs, supervising the project progress, supporting clients and managing changes in project life cycle*
  - April 2004 – June 2007: **Translator & Interpreter** for IPM Component under the Agricultural Sector Programme Support (ASPS) funded by DANIDA  
*Provide translation and interpreting services within the project, assist international consultants in organizing their working programs including setting up meetings as required*
  - July 2003 – March 2004: **Vietnamese teacher** for the Vietnamese Language Centre of Hanoi University of Studies.  
*Be in charge of facilitating foreign students study Vietnamese language and learn about Vietnamese culture*
  - June 2002 – April 2003: **English teacher** for the English Centre of Hanoi University of Foreign Studies.  
*Be responsible for providing English lessons to the regular evening classes of Elementary level in the centre.*
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## SPECIALISATIONS

- **Information Technology and Computing:** Localisation of softwares including user interface and manuals, games instructions, and terms and conditions material and other policies for the biggest search engine, and IT product disclosure documents
- **Mobile Localisation:** Localisation of tens of mobile user interface, user manuals and technical documents, Apple and Android apps interface, and mobile products terms and conditions and user agreements
- **Medical and Healthcare:** Translation of the mainstream policy documents and policy updates for Medicare in the United States and Australia, pension and insurance policies for a variety of insurance companies, user manuals of medical equipments, healthcare brochures and leaflets for public audience, information packs for patients and a variety of guidelines documents of Good Clinical Practice (GCP)
- **Education:** Translation of hundreds of Australian university and college brochures and leaflets for international students from Vietnam, localisation of different websites of education agencies and colleges partnering with Study Group and Navitas Group
- **Marketing, Advertising and Market Research:** Translation of a series of marketing materials for Cisco, sales pitches for those airlines corporations who intend to expand their market to Vietnam, and a variety of ongoing advertisements for a top luxury mobile brand. Well trained in market research during the MBA course with essential skills such as quantitative and qualitative data collection, questionnaire design, sampling, data interpreting and analysis. Capable of using SPSS software.
- **Travel and Tourism:** Translation of the whole website main content and weekly updates and news for Singapore official tourism website, visa policies and requirements for different countries, especially those applied to international students.

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## EDUCATION

2010 – 2011: MBA International Management (specialised in Marketing), Royal Holloway, University of London, United Kingdom

1999 – 2003: BA, English Studies, Hanoi University of Foreign Studies, Vietnam. Grade: Excellent

1999 – 2003: BA, Russian Studies, Hanoi University of Foreign Studies, Vietnam. Grade: Above Average

2004: Certificate of Advanced Level in English, British Council, Hanoi, Vietnam.

2003: Certificate of Linguistics Teaching Methodology, Hanoi University of Foreign Studies, Vietnam

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## REFERENCE

Available upon request