

Órlaith Delany

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Language pairs: Spanish-English, French-English, Irish-English

PERSONAL STATEMENT

I presently work as a Language Specialist for United Language Group, where I am responsible for managing and analysing Language Quality. Prior to this I worked as a Data Analyst for GlobeTech, and completed a 6-week unpaid translation training placement in the European Commission's Directorate-General for Translation in Brussels, Belgium.

In May 2020, I completed a part-time Diploma in Youth and Community Work through University College Cork, and earned a SHEP Certificate in Personal Development in Limerick. In September 2016 I completed my studies at Dublin City University for a MA in Translation Studies, specialising in Spanish to English translation. I am proficient and confident in spoken and written Spanish, and have sound knowledge of French. I also have beginner knowledge of Italian.

My undergraduate degree in Applied Languages, with Spanish, Irish and Marketing as my electives, offered me the opportunity to gain twelve months' valuable work and study experience in Spain; seven months working as a secretary in Spark Spanish, a language school in Cádiz and five months studying on an Erasmus Programme in la Universidad de Salamanca.

Being an ambitious person who relishes new challenges, I am open to new cultures and excited by diverse experiences. I believe I have all the necessary characteristics and skills to both improve your organisation as a whole and contribute to its development. I would sincerely relish the opportunity to work for your organisation and I can assure you of my total commitment to give of my best and am willing to go above and beyond the call of duty to achieve the highest results possible for your organisation.

CAREER HISTORY

Language Specialist, United Language Group

September 2020- Present

In September 2020, I was promoted to Language Specialist at United Language Group. My main responsibilities include:

- Collaborating with operational and client teams to create, approve and maintain client specific Language Guidelines, Glossaries and other relevant linguistic reference material.
- Resolving linguistic queries to ensure client requirements are met.
- Liaising with Ops and client teams over terminological and language queries.
- Driving continuous linguistic quality improvement by identifying opportunities for process efficiency and maximizing the use of existing linguistic tools, such as TM Management and Termbase Management.
- Facilitating and supporting the Language Quality Assurance (LQA) process through Project specific analysis, feedback creation and disagreement resolution, documentation creation/maintenance, vendor LQA training and data analysis.
- Working with the Quality department on any language related Corrective Action Requests or queries.
- Working with the Ops team to perform Source Language Analysis, and query resolution.

Language Coordinator, United Language Group**June 2017- September 2020**

In June 2017, I joined United Language Group in Galway, Ireland as a Language Coordinator. This role required me to have a keen eye for detail in all aspects of my work, especially regarding linguistic issues. It helped me develop time management skills, interpersonal skills, and proved that I cope well under pressure. My biggest achievement in this role was boosting the turnover of LQAs by 400% over my predecessors, and designing and implementing a Quality Improvement Plan process to help vendors with quality issues to identify areas for improvement.

My main duties involved:

- Managing the analysis and evaluation of the LQA process for United Language Group.
- Analysing translation projects received by evaluating completed LQA forms and creating feedback to conclude the process.
- Identifying feedback received, communicating with linguists and proposing solutions to linguistic issues and mediating between linguists to reach an agreed and acceptable solution.
- Ensuring the continuous improvement of the LQA process.
- Liaising with the Operations team to effectively resolve language queries.
- Supporting Vendor Management regarding queries on vendor performance.
- Engaging within the LQA team and supporting other Language Specialists and the Quality Team with additional language and quality tasks.
- Some project management and coordination activities.
- Selection and recruitment of new linguists, including negotiation of rates and onboarding.

Data Analyst, GlobeTech, Cork, Ireland.**January 2017- June 2017, Fixed Purpose Contract**

From January to June of 2017, I worked on a confidential transcription project for Apple at GlobeTech in Cork, Ireland. Due to the nature of the project, I am unable to disclose the exact details of what this project entailed; however, I can reveal that it involved listening to audio files, transcribing them, and grading them to improve the accuracy of data output.

Trainee Translator, European Commission, Brussels, Belgium.**November 2016-December 2016, Placement**

In Winter of 2016 I completed a 6-week unpaid training placement in the European Commission's Directorate-General for Translation in the English language unit (EN-1). During this placement I translated texts from Spanish into English from a range of Commission departments, such as DG JUST, DG HOME, DG AGRI, DG BUDG and DG MARE. Throughout the duration of my placement, I was under the guidance of one of the unit's experienced translators.

Receptionist, Spark Spanish, El Puerto de Santa María, Cádiz, Spain.**January 2013- August 2013, Placement**

Spark Spanish is a Spanish language school that teaches Spanish as a foreign language to people from all over the world. My work was completed through the medium of Spanish and my duties included:

- Reception duties, including meeting and greeting students to the school
- Liaising with students on a day-to-day basis, in person, over the phone, via email and other forms of social media
- Administration tasks such as list preparation, maintaining and updating client databases, filing etc.
- Sales of Spanish courses

EDUCATION & TRAINING

Diploma	<i>Diploma in Youth and Community Work (University College Cork) 2019-2020</i>
MA	<i>European Masters in Translation Studies (Dublin City University) 2015-2016</i>
BA	<i>Applied Languages (University of Limerick) 2011-2015</i> Second Class Honours, Grade 1 (2.1)
Erasmus	<i>Spanish Philology (Universidad de Salamanca, Spain) September-January 2013/14</i>

Leaving Certificate 475 Points (Presentation Secondary School Ballingarry, Tipperary) 2011
Irish, English, Maths, French, Geography, Business, Biology

IT SKILLS & LANGUAGES

- SDL Trados, XTM, Across
- SDL MultiTerm
- Verifika
- Machine Translation
- Subtitle Workshop
- Microsoft Office Package
- English- Mother tongue
- Spanish- Fluent
- French- Proficient
- Irish- Proficient
- Italian- Beginner

INTERESTS AND ACHIEVEMENTS

My interests include:

- Drama, acting and musical theatre, ballet, cooking, travelling and reading.

Achievements:

- Entrant in the 2020 Tipperary Rose of Tralee Selection
- In July 2019, I spent 2 weeks in Cebu, Philippines, volunteering with SERVE and RYM. This involved working in solidarity with the youth of the Badjao tribe in Cebu City, by providing youth empowerment workshops and running retreats. This was a very rewarding and eye-opening experience, which had an immense impact on me. As part of this mission, I was involved in fundraising activities for SERVE, which involved running coffee mornings and church gate collections in order to raise funds on behalf of SERVE.
- SHEP Certificate in Personal Development
- Full Drivers licence
- Fire Warden, United Language Group – 2017-Present