

# FRANKLIN DAY

IT TECHNICIAN, TRANSLATOR, MEDIA QC ANALYST

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## Profile

I've worked remotely as an independent contractor since 2009 doing translation, editing, subtitling, customer service, media QC, AI rating, and tech support. I've almost finished my Bachelor of Science in Computer Science with a 4.0 GPA. I have earned certifications in Project Management, IT Support, Data Analysis, Cloud Computing, and Data Science from CompTIA, Microsoft, Google, and IBM. I'm looking for a full-time remote position in IT or Project Management.

## Education

University of the People - Pasadena, California

Bachelor of Science in Computer Science— **4.0 GPA**

January 2021 - Anticipated Graduation: August 2024

### Certifications:

#### Google Data Analytics Professional

Completed: 10/05/21 – Expiration: Never – Issuer: Coursera

#### IBM Data Science Professional

Completed: 10/21/21 – Expiration: Never – Issuer: Coursera

#### Google Project Management Professional

(Completed: 11/07/21 – Expiration: Never – Issuer: Coursera

#### Google IT Support Professional –

(Completed: 11/24/21 – Expiration: Never – Issuer: Coursera

#### Microsoft Certified AZ-900 Azure Fundamentals

(Completed: 09/30/22 – Expiration: Never – Issuer: Microsoft

#### CompTIA A+

(Anticipated Completion: December 2023 – Expiration: December 2026 – Issuer: CompTIA

See all certifications [Here](#)

## Soft Skills

Attention to Detail	Patience	Organization
Problem Solving	Working Under Pressure	Leadership
Analytical Skills	Time Management	Management
Communication	Interpersonal Skills	Teamwork

## Hard Skills

Network Administration	Project Management	IT Troubleshooting
Cloud Management	Social Media Management	Technical Support
Cybersecurity	Agile Development	Active Directory
Microsoft Azure	Powershell	Windows Server
Database Administration	Data Analysis	Server Maintenance
<b>Languages:</b> Java, Python, Javascript, R, SQL, HTML, CSS	<b>Software:</b> MS Office Monday.com, Notion, Tableau, VS Code, Eclipse ClickUp, Jira, VMware, ChatGPT	<b>Operating Systems:</b> Windows, Linux, Mac, Android, iOS

Telus International

2022-2023

AI Rater

Successfully completed testing to remotely assess the quality of websites and determine if they were malicious. Also assessed usefulness of google search engine results depending on user needs implied by the query. Required analytical thinking and knowledge of the web.

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Freelance IT Technician

2019-Present

PC Repair, Remote support, Building PC's

Troubleshooting PC issues; hardware and software. Performing remote support to complete tasks like virus removal and software updates. Use virtual machines to replicate bugs for troubleshooting.

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Resillion (formerly Eurofins Digital Media)

2017-Present

Media QC Analyst

Work remotely assessing quality of Netflix media assets on their platform including audio, captions, subtitles, forced narratives, and dialogue transcriptions. Flagging mistakes and verifying their correction.

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Pixelogic Media

2017-2018

Complex Conform, Origination, Subtitling

Worked remotely and completed training for media network industry standards on subtitles and created and corrected subtitle files (SRTs). **Software used: EZTitles, Subtitle Workshop**

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U-Haul

2016-2017

Customer Service, Sales, Scheduling

Completed training on scheduling, point of sales, and ticketing systems. Connected remotely to work environment via VPN and utilized VOIP software to take and route calls. Received praise for excellent customer service and problem solving.

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Freelance Translator

2009-2019

Translator, Editor, Proofreader

Worked remotely doing primarily French to English translation, proofreading, and editing for a multitude of clients and companies with strict deadlines for deliverables. Specialized in SEO translation for e-commerce and fashion terminology from working with several luxury fashion brands. I was a member of multiple project teams. I communicated with stakeholders and collaborated with the localization team and project managers on spreadsheets, glossaries, and other important project documentation throughout the project lifecycle. Occasionally translated Portuguese and Spanish to English. [Gengo Translator Profile](#). **Software used: Trados Studio, MateCat, memoQ, Excel**

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Activities

Charity Fundraising

Planned, organized, promoted, and livestreamed online charity events with OBS on a self-hosted RTMP server that involved collaboration with hundreds of independent content creators to raise money for charities such as American Cancer Society, American National Red Cross, Doctors Without Borders, and The Trevor Project. **Software used: OBS Studio, Nginx Server**

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Peer Study Groups

In high school and college, I regularly volunteered to tutor my peers, help with homework, and facilitate study groups for subjects like English, French, Spanish, and Math.

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Social Media Management

I manage a Facebook community page and group that educates and raises awareness on the topics of non-binary gender and other LGBTQIA+ identities.

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