Ahmad Almoustafa

Date of birth: 18/03/1994 | **Nationality:** Syrian | **Gender:** Male | (+91) 9599044238 |

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C-1103, Time Residency, Sector 63, Gurugram, Haryana, India

About me:

A team-oriented leader with deep experience spanning translation, quality assurance, and business development across the localization industry. Leading a team of experts working round the clock to provide high-quality translations in all business fields.

My passion for delivering the highest quality products can be traced back to the days I accomplished the first assignments throughout my career. I love to dig into client issues and make full efforts to address them using all state-of-the-art tools that can play a key role in the end-to-end process.

WORK EXPERIENCE

01/07/2021 - 03/10/2022 - Gurugram, India
QUALITY MANAGER – EZ

Overseeing the execution of translation projects, ensuring that they run smoothly, efficiently, and are completed within the expectations of clients, and managing the Arabic Language Team, which is full of translators and proofreaders that are working round the clock.

Responsibilities:

1. Translation, proofreading, and quality check of client documents, ensuring consistently high-quality output with complete accuracy, in the style required by the client, and within the allocated time, including:
   a) Research using any available tools to find the closest equivalents for terminology and words used, particularly when the assignment has legal, technical, and scientific phraseology.
   b) Use appropriate software for execution and delivery, e.g. MS Word, PowerPoint, Excel, etc.
   c) Retain and develop knowledge in specialist areas of translation, maintaining client-specific glossaries, etc.
2. Liaising with the Operations team and sometimes directly with the client to discuss any unclear points.
3. Training the in-house resources to make them capable of delivering client-ready output in translation and proofreading.
4. Handling all client-related communication regarding translation quality. This includes but is not limited to cases where we receive negative feedback and where we need to understand client requirements.
5. Ensuring that the Arabic Language Team follows operational guidelines regarding shifts, receiving work, and meeting their quota.
6. Investigating root causes of defects and recommending solutions for quality issues.
7. Conducting required meetings/huddles with the team on a weekly, or monthly basis and taking the required action.
8. Preparing relevant reports on time, maintaining proper roster updates, responding to leave requests applied by the team members, etc.

15/12/2019 - 03/10/2022 - Gurugram, India
PROOFREADER – EZ

Responsibilities:

1. Translating assignments from source to target language with complete accuracy, in the style required by the client, and within the allocated time.
2. Proofreading, editing, and ensuring the quality of translations done by EZ translators.
3. Researching using any available tools to find the closest equivalents for terminology and words used, particularly when the assignment has legal, technical, and scientific phraseology.
4. Using appropriate software for execution and delivery, e.g. MS Word, PowerPoint, Excel, etc.
5. Retaining and developing knowledge in specialist areas of translation, maintaining client-specific glossaries, etc.
6. Evaluating the performance of freelance translators associated with EZ, providing them feedback to improve their quality, and building up the capacity of the translation team.

01/11/2017 - 12/12/2019 - Aleppo, Syria
MAINTENANCE ENGINEER – SYRIATEL MOBILE TELECOM

Coordinate with all the concerned persons from Syriatel and the technical site's contractor for the maintenance activities of radio site locations to ensure the implementation of scheduled maintenance, corrective maintenance, and contractor's adherence to service level agreements.
Responsibilities:
1. Coordinate and follow up radio site maintenance activities with the concerned from Syriatel and the technical site's contractor after receiving a fault alarm from Supervision or a request from Radio Section to ensure effective resolution.
2. Suggest modifications for radio site hardware to solve down-site fault alarms, and follow up on their implementation with Radio & Rollout Unit.
3. Coordinate and follow up core and transport networks maintenance activity with the concerned from Syriatel after receiving fault alarm from Supervision Section to ensure effective resolution.
4. Analyze radio fault alarms -not related to down site- for each site, review required action to close them with HOS, and follow up on solving them with the concerns from Syriatel and the contractor.
5. Review weekly reports of radio site maintenance activities to prioritize preventive / correction maintenance actions.
6. Monitor and analyze the performance of power solutions in radio sites (batteries, generators, renewable energy solutions, etc.) and recommend actions when necessary.
7. Request a modification for the existing power solutions in radio sites from technical sites' contractors and follow up on their implementation.
8. Propose power solutions for existing radio sites and send the nominated solution to the Rollout Coordination Section.
9. Coordinate and follow up with the concerned persons from Syriatel and the technical sites' contractor to provide radio sites with fuel for generators to maintain the site's availability.
10. Conduct site visits for the troubleshooting of issues related to hardware installed in radio site locations.

09/07/2017 - 15/09/2019 - Burbank, United States
SUBTITLE TRANSLATOR – DELUXE

Responsibilities:
1. Translating video content from English to Arabic and vice versa, and proofreading subtitles that had been translated.
2. Checking typography, grammatical errors, and any mistranslated words to ensure the quality of final products according to the translation guidelines.

01/09/2015 - 17/04/2017 - Aleppo, Syria
TEACHER – JAPAN CENTER FOR ACADEMIC COOPERATION

Throughout my study of Japanese, I have been acquiring the culture of Japan, which can play a key role in supporting learners to understand the language.
Responsibilities:
1. Teaching Japanese to beginners.
2. Using a wide range of interactive teaching methods to enhance learning.
3. Conducting Japanese-related activities.

LANGUAGE SKILLS

Mother tongue(s):   **ARABIC**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2
JAPANESE	B1	B1	A2	B1	B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

EDUCATION AND TRAINING

01/11/2017 - CURRENT
MASTER'S DEGREE IN COMMUNICATION ENGINEERING – University of Aleppo

Subjects included:
Advanced Information Theory, Modern Communications Systems, Advanced Microwave Systems, Advanced Digital Signal Processing, Random Processes, and Advanced Computer Networks and Information Security.

04/10/2011 - 07/03/2017
BACHELOR'S DEGREE IN COMMUNICATION ENGINEERING – University of Aleppo

Subjects included:
Digital Image Processing, Neural Networks in Communication Systems, Satellite Communications, Computer Networks, and Radar Engineering.

Final grade 80.76% ⎪ **Thesis** Design and Implementation of Vehicle Speed Detection System

VOLUNTEERING

30/05/2017 - 01/10/2019
Child Protection Facilitator

Syrian Society for Social Development
Worked as a part of the psychological support team.
Responsibilities:
1. Developing monthly plans for psychological and social support activities, which are based on children's needs.
2. Preparing weekly reports and observing risks and protective factors in the Child Protection field.
3. Supporting the educational team, which is specialized in educational support activities, to develop children's skills.

PUBLICATIONS

Design and Implementation of Vehicle Speed Detection System

University of Aleppo Press
2016

IT SKILLS

- Extensive knowledge of Microsoft Office programs and confidence in the use of technology of research.
- Competence in MATLAB and C#.
- Knowledge of web applications using ASP.NET MVC, HTML, CSS, and WordPress.
- Experience with graphics editors, e.g., CorelDRAW, Adobe Photoshop, and Adobe Illustrator.
- Using CAT Tools, e.g., memoQ, Trados Studio.

CERTIFICATIONS

- Project Management in memoQ Desktop Client - Advanced by memoQ academy. Certificate earned on July 05, 2022.
- Project Management in memoQ Desktop Client - Basics by memoQ academy. Certificate earned on July 05, 2022.
- Business English: Management and Leadership by Arizona State University on Coursera. Certificate earned on July 04, 2019.
- Psychological First Aid by Syrian Society for Social Development. Certificate earned on April 07, 2019.
- LTE eRAN Training by Huawei Technologies. Certificate earned on April 04, 2019.
- LTE LampSite and Small Cell Training by Huawei Technologies. Certificate earned on March 20, 2019.
- Microwave Network Planning Training by Huawei Technologies. Certificate earned on August 16, 2018.
- Child Protection by Syrian Society for Social Development. Certificate earned on July 14, 2018.
- WCDMA Radio Fundamentals by Syriatel. Certificate earned on April 22, 2018.
- Social Norms, Social Change I by University of Pennsylvania and UNICEF on Coursera. Certificate earned on October 24, 2017.
- Non-Graded Education by Syrian Society for Social Development. Certificate earned on September 07, 2017.
- Robotics, a 6-course specialization by the University of Pennsylvania on Coursera. Specialization Certificate earned on August 19, 2017.
- Japanese: Level 8 Approach by Japan Center for Academic Cooperation. Certificate earned on March 4, 2017.
- English: Advanced Level Approach by CPC Center, Certificate earned on September 5, 2016.