

# Dima Koleva

Technical Writer & Language Quality Specialist

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## PROFESSIONAL SUMMARY

A language professional specializing in technical writing/editing and language quality management.

- A Master's degree in English language and linguistics, and a Bachelor's in communication.
- Five+ years of technical writing and editing experience: quality management system documents, quality plans, process-related documents, onboarding and training materials, and root cause analyses (RCAs) to ensure quality at source at all times
- Four years' experience of developing certification tests for medical interpreters (at Pacific Interpreters) and creating onboarding and training documentation for medical translators and interpreters to service hospitals across the United States and/or medical device clients, such as Phillips
- Statistical and qualitative data analysis, including easy-to-understand graphical presentation on Key Performance Indicators to management and customers
- Very approachable communication style, with a positive, can-do attitude and excellent customer service skills
- Outstanding writing and editing skills, including technical writing for internal and external customers
- Thrives in culturally diverse teams. Extensive experience (>7 years) with translation and interpreting vendors across languages
- Fluency in English and Bulgarian, intermediate fluency (A2) in Dutch, reading fluency Russian
- Experience with technical publishing software, such as PTC Arbortext Editor
- Software expertise:  
MS Office 95-2013: Excel, Word, Outlook, PowerPoint, Access, Lync;  
Adobe Acrobat 7.0 and X Pro  
Tech Publishing: PTC Arbortext Editor  
CAT Tools: ApSIC Xbench 2.9 and 3.0, MemoQ, SDL TMS, WorldServer, GlobalSight, Trados Studio

## RELEVANT EXPERIENCE

Vendor Manager at LUZ, Inc. - San Francisco, CA, USA

August 2016 - May 2017 (10 months)

- Developed and maintained the process documentation for managing medical translation vendors in line with quality KPIs and ISO related requirements
- Developed vendor onboarding and training documentation following LUZ Vendor Management strategy and targets to service medical device clients, such as Phillips
- Constantly updated the vendor database
- Coordinated and innovated vendor processes and methods working closely with QA and Production department
- Coordinated and documented the tracking, measuring, reporting and evaluating of vendor performance (worked with QA and Production department)
- Participated in supplier audits and Quarterly Business Reviews (QBRs)
- Ensured quality to be delivered at source at all times

Language Quality Coordinator at Welocalize, Inc. - Portland, OR, USA

April 2014 - August 2016 (2 years 5 months)

- Maintained quality-related process documentation for individual high-tech clients, such as Cisco, NetApp, Netflix, LinkedIn, SAP, Salesforce and Coursera

- Worked closely with translation teams on a daily basis to ensure the clients' quality standards are met across languages
- Collected and monitored data on translation quality and vendor performance
- Analyzed quality performance per clients' individual quality strategies and produced statistical reports on quality initiatives, trends, and related documentation
- Conducted and documented Root Cause Analyses (RCAs), CAPAs
- Provided timely input to Quality Manager if resources did not perform and remediation efforts had failed

Testing Lead & Language Assessment Researcher at Pacific Interpreters, Inc. - Portland, OR, USA  
 April 2013 - December 2013 (9 months)

- Lead a team of 8 full time testers and 60+ contractors providing medical interpreting services over the phone to hospitals across the United States
- Managed and documented the development of the company's language and medical interpreter assessments
- Worked closely with Quality, Production and Sales teams
- Wrote technical reports, manuals and FAQ's for test developers, test users, and customers
- Interacted with customers to provide technical expertise and to promptly address complaints

*2 recommendations available on last page and upon request*

Language Researcher at Pacific Interpreters, Inc. - Portland, OR, USA  
 November 2009 - December 2013 (4 years 1 month)

- Managed and documented the test validation project: Planning, development and implementation of standardized psychometric tests for bilingual healthcare staff, clinicians and healthcare interpreters of 60+ languages
- Worked with customers and Subject Matter Experts (SMEs), individually and in focus groups, to deliver the assessment specifications
- Performed ongoing literature reviews
- Conducted statistical and quality analysis of test data, and presented study findings to the production team, senior leaders, and customers
- Maintained test documentation and developed test-related materials, such as rater manuals
- Trained raters and provided ongoing feedback for highest possible consistency (inter-rater reliability)

*2 recommendations available on last page and upon request*

English Language Teacher/Graduate Student at the University of New Hampshire - Durham, NH, USA  
 August 2004 - August 2008 (4 years 1 month)

- Taught essay writing, general linguistics classes, and English as a second language classes to culturally-diverse college students
- Performed linguistic research in second language writing to incorporate in curricula
- Designed and implemented class curricula

Coordinator of the South-East European Network of Associations of Private Broadcasters (SEENAPB) at the Association of Bulgarian Broadcasters (ABBRO), Sofia, Bulgaria  
 March 2001 - October 2003 (2 years 8 months)

- Served as coordinator of the private broadcasters' network in South Eastern Europe; facilitated their communication and joint efforts
- Edited and prepared for publication a book on existing media legislature in South Eastern Europe with support from the Danish government
- Translated current Bulgarian media laws into English for the European Parliament and the public

*2 recommendations available upon request*

News Reporter and Translator at the Bulgarian News Agency – Headquarters, Sofia Bulgaria

Aug 1999 – Aug 2000 (1 year 1 month)

- Translated and reported news in Bulgarian from the world news agencies and influential scientific publications
- Covered the latest in technology, medicine, psychology, space research, music and fine arts for the Amusement and Knowledge department of the agency

## LANGUAGES

Bulgarian	Native proficiency
English	Full professional proficiency
Dutch	A2 proficiency
Russian	Reading proficiency

## EDUCATION

University of New Hampshire

MA, English Language and Linguistics, 2004 – 2007

Master's Research: Native Transfer of Epistemological Grammatical Structures into Second-Language Speech

Massachusetts Institute of Technology

Department of Linguistics and Philosophy: LSA Institute 2005, Linguistics

Coursework: Acoustic Phonetics, Problems in Phonology and their Solutions, Sound Change in Progress

American University in Bulgaria

BA, Journalism and Mass Communication, 1995 – 2000

English Language High School, Burgas, Bulgaria

Diploma in English writing and translation, 1991 – 1995



## RECOMMENDATIONS

"I have worked with Dima in two different companies in the past and on both occasions I was the person who employed her. Dima's technical competence, linguistic skills and trademarked creativity make her an invaluable asset for any team. Her soft skills, intuition and persuasive leadership also made an extremely positive difference in my teams. Results driven, Dima always showed a great mind for automation and the ultimate attention to detail. Dima is also gifted with insuperable work ethics, is incredibly smart and an incomparable team player. Extremely employable."

— Jose Lobato, *Senior Localization Specialist*, Jose managed Dima directly at *Welocalize & LUZ*

"Dima is a top tier evaluator and developer of qualified professional resources. She has a keen eye for talent and is a steward for building value of the human capital within an organization. I have tremendous respect for Dima's knowledge in the areas of Skills Assessment and developing the process that results in the improvement of value added skills expected from new and established organizational teams. She is a valued resource in any organization where the continuous improvement of the knowledge worker is a core tenet."

— Michael Nasser, *President at Levanter Global*, Dima was a client of Michael's at *Pacific Interpreters*

"Dima and I have worked together for about 4 years. In that time, Dima has stood out as a leader, a team player and a mentor. Her work ethic and interpersonal skills are impeccable in every way. Her expertise in linguistic research, language and interpreting assessments, psychometric test development and maintenance, and data analysis make her an invaluable asset to PI."

— Gilda Graves, *Language Assessment Specialist, Pacific Interpreters, a LanguageLine Solutions Company*, reported to Dima at Pacific Interpreters

"Dima was instrumental in the validation process of our interpreter tests. This was a complex and rigorous process that required her to meet very high standards of practice both within our industry and the testing community. In addition to this work she manages a team of testing specialists who are among the most highly regarded in our industry."

— David Porter, *President/COO, Pacific Interpreters*, managed Dima indirectly at Pacific Interpreters

"Dima is an exceptional researcher whose attention to detail makes her work exceptional."

— Rosemarie Heinegg, Ph.D., *Director of Testing and Evaluation, Scotia-Glenville Central Schools*, worked directly with Dima at Pacific Interpreters Inc.

"Dima was asked to fill many roles when I worked with her. She was a language tester, administrative assistant, accountant and scheduler. However, where Dima really shined was her data analysis. Her main responsibility of verifying the testing products produced by Pacific Interpreters was the basis for our clients confidence in the services we provided. I would highly recommend Dima for any future projects."

— Edwin Jones, *Contract and Administrative Specialist, Pacific Interpreters*, worked directly with Dima at Pacific Interpreters Inc.

"Dima is a wonderful person. She is responsible, consistent in her work and always brings up a project to perfection. Deadlines for her are something sacred and it is impossible not to be met. Very well understood by colleagues and always gives great ideas to solve current problems. It has been a great pleasure to work with her!"

— Blagovest Bogoev, *it administrator, bgnet*, was a consultant or contractor to Dima at Association of Bulgarian Broadcasters (ABBRO)

"Dima was very responsible and knowledgeable employee, as well as entrepreneurial and creative person, and proved to be a real asset for ABBRO at that time. It was a real pleasure for me to have her as a member of my team."

— Antoaneta Arsova, *Executive Director, Association of Bulgarian Broadcasters (ABBRO)*, managed Dima at Association of Bulgarian Broadcasters (ABBRO)