

Seong-Jee Seo

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Summary of Qualifications

I am a highly experienced linguist with expertise in various linguistic jobs, including translating, proofreading, MPTE from English to Korean, and AI training in Korean. I have worked as a freelance linguist for big tech companies.

Specialized in

| | |
|--------------------|---|
| Marketing/business | Cryptocurrency, finance technology, digital marketing, e-commerce, project management, etc. |
| Social science | Organizational behavior, entrepreneurship, international studies, education, etc. |
| Medical | General |
| Games | RPGs, tycoons, puzzles, etc. |
| Food/beverage | Beverages, baby food, etc. |

Computer skills

Microsoft Office Suite, SPSS, AMOS, Braze, Getresponse, Slack, Notion

CAT tools

SDL Trados 2022 Freelancer, SDL Multiterm 2022, Wordfast Pro 8, MemoQ 10, Phrase (Memsources)

Language rates

| | | |
|--|----------------|---|
| English to native Korean (per word) | Translation | \$ 0.04 up |
| | Proofreading | \$ 0.02 |
| | MTPE | \$0.025 |
| | Daily Capacity | 3,000 words for translation 8,000 words for proofreading |

Work Experience

Freelance Linguist

2023 July - Current

TRANSLATION: English to Korean

- Employee training material in a big tech company in South Korea, 8,000 words, Honey translation
- Medical research papers, 10,000 words, for Eun-pyeong St. Mary's Hospital of the Catholic University of Korea
- Education experts' interviews dubbing scripts, 20,000 words, for Korea Broadcast Company (KBS)
- Marketing textbook, 30,000 words, for one of the Korean publishers

TRANSLATION: Korean to English

- Technical document for a big tech company in South Korea, 10,000 words, CCJK

Proofread: English to Korean

- General documents, 5,000 words, WORD EDGE

OTHER

- AI training, 2 weeks project, for a Big AI company in America

Customer Relations Management Manager

May 2022 – Jun 2023

- Handled customer relations management operations as part of marketing and promotional initiatives; analyzed customer's investment trends, behavior, flows, and unique characteristics to attain business insights and customer intelligence.
- Devised bespoke content development strategies after studying customer segments to drive business growth and increase business revenues; established a set of universal customer relationship procedures to apply at every level of the firm in English and Korean
- Assessed various key performance indicators and data sets to measure their impact on business outcomes and apply those to business strategies; directed CRM implementation and system advancement to gain new customers and retain existing subscribers

Customer Service Manager

Apr 2021 – Apr 2022

- Handled 80 customer inquiries and complaints daily with 95% satisfaction.
- Provided info on the company, virtual currency, & CE-FI services for customer inquiries.

COMPASSION KOREA | *A global child sponsorship and humanitarian aid organization* Seoul, Korea

Learning & Development, and Training Specialist

Apr 2015 – Jun 2018

- Responsible for a wide range of learning and development strategy formulation, training program design and implementation, program evaluation, and performance monitoring under the strategic mission of setting up the Child Center in North Korea
- **Learning & Development Strategy, Training Design & Program Plan**
 - Established learning and development strategies and training tactics aligned with the organization's missionary objectives, business priorities, allocated resources, given timeline and budget, and KPI goals to deliver optimal solutions.
 - Devised educational training designs such as teaching proposals and curricula for effective training programs for the Child Center teachers and staff education through direct coordination with the U.S. headquarters.
 - Played a pivotal role in planning a flip-learning strategy (hybrid learning between online sessions and face-to-face workshops) to maximize learning outcomes and applications at the center; successfully produced over 1,000 graduates.

CANAAN INTERNATIONAL LEADERSHIP TRAINING CENTER

Wonju, Korea

Training Specialist and Program Developer

Nov 2012 – Dec 2013

- In charge of developing and operating professional L&D development programs, particularly for developing countries such as Uganda, Tanzania, Kenya, Ecuador, the Philippines, Laos, Bangladesh, Rwanda, Malawi, Côte d'Ivoire, Nigeria, and Ghana
- **L&D Training Proposal, Program Development, and Project Management**
 - Formulated strategic learning and development program proposals in consideration of the organization's educational needs, program requirements, nation's social/economic/political circumstances, assigned resources, and consolidated information for review.
 - Conducted industry research and trend analysis for best practices to develop professional training content and educational resources: Creative Problem Solving, Drawing Problem Trees, Understanding Project Cycle Management (PCM), Developing Project Design Matrices (PDMs), Organizational Development, Leadership Development, and Agricultural Training, etc.
 - Ensured that the training program was delivered with a strong focus on Project Management and Business Development and Income Increase; utilized effective and engaging training materials to ease student workload and learning applications.

EUN-PYEONG ST. MARY'S HOSPITAL OF THE CATHOLIC UNIVERSITY OF KOREA

Seoul, Korea

Research Assistant

Mar 2009 – Aug 2009

- Translation and data research of respiratory internal medicine papers
- Assistance in conducting questionnaires and analyzing data related to smoking research.

INSIGHT GROUP

Seoul, Korea

Research Assistant

Nov 2009 – Mar 2009

- Assistance in research and analysis of data related to HR organization.
- Assistance with the restructuring project of an industry-academic cooperation group at one of Korea's top three universities

CENTER FOR INTERNATIONAL AREA STUDIES

Pohang, Korea

Researcher

Sep 2007 – Aug 2008

- Involved in the strategic semi-annual research journal publication on international area studies and semi-annual research conference event organization as part of the organization's regular business operations and engagement with counterparties.
- Carried out field visits to India, Ghana, Ethiopia, and Mexico for international area studies, interviews with local stakeholders, and visits to various relevant organizations; conducted relevant reports summarizing data gathered from the overseas visits.
- Gave academic assistance on international area studies to university students by providing educational materials/resources and arranging lectures to deliver up-to-date industry insights; led the training of the India Research Team for data collection/analysis.

STARBUCKS

Seoul, Korea

Barista

Nov 2004 – Feb 2005

- Memorized 100+ coffee, tea, and cocoa beverages and completed 150-200 customer orders daily.
- Prepared and served food orders and ensured all display items were handled according to food safety regulations.

SHINSEGAE DEPARTMENT STORE

Seoul, Korea

Cafeteria cashier

Jun 2003 – Aug 2003

- Greeted customers upon store entry and helped them with questions and concerns.
- Performed all checkout procedures quickly and accurately while promoting the store credit card to customers.
- Assisted the sales floor staff with stocking shelves, keeping the front lanes tidy, and assisting guests when necessary.

EDUCATION

KOREA ADVANCED INSTITUTE FOR SCIENCE AND TECHNOLOGY (KAIST)

Daejeon, Korea

Ph.D., Graduate School of Innovation and Technology Management | Major in Organizational Behavior 2020

M.S., Graduate School of Innovation and Technology Management | Major in Organizational Behavior 2012

- **Received Full-Ride Scholarships (2009-2013) and Merit-Based Scholarships (2013-2020) for Academic Excellence**

HANDONG UNIVERSITY | School of International Studies and Languages

Pohang, Korea

B.A., Major in Economics | Double Major in International Relations 2007

ACADEMIC EXPERIENCE

- Advisory Board Member | Korea's Start-up Ecosystem | Science and Technology Policy Institute | May 2020 – Jan 2021
- Lecturer | Organizational Behavior Class | KAIST | Mar 2012
- Lecturer | Project Cycle Management (PCM) & Developing Project Design Matrices (PDMs) | Yonsei University | Mar-Jun 2014
- Researcher | ASEM (Asia-Europe Meeting) and its Contribution funded by the Korea Ministry of Foreign Affairs | Sep 2005 – Feb 2006

PUBLICATIONS

- Ye Kang Kim, So-Hyeon Shim, Seong-Jee Seo, Tae Hyun Kim, & Sujin Lee. Cognitive flexibility promotes creativity for securely (but not fearfully) attached people (2022). Knowledge Management Research (KCI), December Issue.
- Seong-Jee Seo, Ye Kang Kim, & Sujin Lee (2020). Every cloud has a silver lining: The positive effect of fearful attachment state on creative idea generation. *The American Journal of Psychology*, 133(2), 181-196 [SSCI]
- Lee, Sujin, Wendi L. Adair, & Seong-Jee Seo (2013). Cultural perspective taking in cross-cultural negotiation. *Group Decision and Negotiation*, 22(3), 389-405 (SSCI)