# Gulchekhra Zokirova

gulcheh.fair@gmail.com • https://www.linkedin.com/in/gulchekhra-zokirova/

## PROFESSIONAL SUMMARY

Experienced Translator with the 5 years of translation background in the agency. Highly skilled Project and Support Manager with a demonstrated history of working in the information technology and services industry. Skilled in Project Management, Customer Service and Support, Research, and Localization. A strong project management professional with a Bachelor of Business Information Systems focused in Information Technology Project Management from University of Westminster. Currently looking for a new and challenging position as a support specialist or a project manager.

## WORK EXPERIENCE

**IT Project Manager**                                                          June 2021 – Present
Glocal Distribution Company • Tashkent

- Development of the company's website;
- Manage the integration projects (Integration of the custom CRM with the different services of the company's foreign partners);
- Development and upgrading the custom CRM functionalities.
- Localization of the website into Russian and Uzbek from English.

**Customer Support Manager**                                                    Jan 2021 – May 2021
StylemixThemes • Tashkent

- Reply to customer's questions, help in installation and setting up the company's products (Zendesk).
- Help troubleshoot, diagnose the website for problems, software conflicts and solve the issues, which are eligible under the Item Support Policy of the Envato Platform.
- Report the bugs/issues to the development department through creating tasks in Jira platform;
- Escalate high-priority improvements to the development department.

**Project Manager**                                                             Oct 2018 – Dec 2020
Stylemix LLC-FZ • Tashkent

- Discuss and identify the client's needs in their website or platform (Zendesk);
- Prepare a project technical scope, time and budget estimation;
- Send invoices and accepting the payments;
- Manage the development process, quality assurance, testing and bug fixing using the YouTrack, Trello or custom task manager;
- Website content localization (Russian\English; English\Russian).

**Translator | Proofreader | Editor in Russian language**                       Jan 2013 – Sep 2018
LaLingua Service • Tashkent

- Software localization;
- Literal translation;

- Literary translation;
- Proofreading;
- Editing machine-translated texts;
- Transcription of audio records.

## EDUCATION

**Business Information Systems**                                    Sep 2012 - Jun 2018
Westminster International University in Tashkent • Tashkent

- Graduated: With Third class honors.

**Linguistics**                                                    Sep 2009 - Jun 2012
Academic College under the University of World Economy and Diplomacy • Tashkent

- Specialization: Russian Language and Literature.

## SKILLS

- **Language proficiency:**
  - Russian: Native speaker
  - Uzbek: Native Speaker
  - English: General IELTS certificate 7.0 (December 2020), Academic IELTS certificate 7.5 (July 2021)

- **Translation (Russian language):**
  - Software localization;
  - Literal translation;
  - Literary translation;
  - Proofreading;
  - Editing;
  - Transcription of audio records.

- **Project management:**
  - Initiation, planning, execution, monitoring, closing.
- **WordPress:**
  - Installation and setup of the platform;
  - Installation and setup of the themes and plugins;
  - Problem-solving;
  - Content Management in different page builders and editors.
  - Multilingual website management.
- **Software:**
  - Zendesk Support;
  - BitBucket, YouTrack, Jira, Trello, custom task managers;
- **Writing**:
  - Technical scopes
  - Web product manuals