

Minas Gerais - Brazil
T: +55 14 99892-2615
E: lucianeshanahan@gmail.com
(Dual Citizenship: Irish/Brazilian)

Luciane Shanahan

+16 years of experience in translation, transcreation, proofreading and editing.

EXPERIENCE

Meta via RWS, Brazil – *Brazilian Portuguese Translator*

Apr 2020 to date

- Translating the UI strings of several Meta products including Facebook, Instagram and Oculus VR

Google Brazil via The Big Word – *Brazilian Portuguese External Linguist*

Jan 2018 to Dec 2021

- Conducting linguistic reviews of translated material
- Providing feedback to translators to improve localization quality

Marriott International, Inc. via Jonckers Inc. – *Language Captain*

Oct 2015 to Nov 2020

Style Guides and Linguistic Instructions:

- Creating and maintaining Style Guide, terminology and reference materials

Quality Management:

- Defining the metrics for quality of deliverables
- Implementing linguistic quality assurance process
- Managing internal Marriott feedback in collaboration with translators

Query Management:

- Defining and implementing linguistic query resolution flows
- Managing query management process and maintaining query database

In-Country Review:

- Performing linguistic quality check and review of translated content
- Final approval of all translated content before public release
- Copy-editing and content creation

EFI – Electronics For Imaging via Jonckers Inc. – *Language Lead*

Aug 2016 to Nov 2019

Translation, Review and QA:

- Answering general and language-specific queries from linguists
- Creating and maintaining the Localization EFI Style Guide, terminology lists and MultiTerm versions for automatic term verification tasks
- Performing reviews and QA on project files

- Evaluating and implementing relevant client's review feedback
- Testing software to identify untranslated text, formatting issues, broken links or issues in functionalities

Quality Management:

- Supporting Language Expert and VM quality strategies and processing, using QMS/LQA forms to launch 3rd party reviews, collect and provide results to PM team, compile and implement client's feedback
- Finalizing process and presenting suggestions to Language Expert and VM.

Google Brazil via VistaTEC – In-house Linguist

Nov 2015 to Jul 2016

- Reviewing and auditing content translated by agencies
- Training vendors to improve the quality of the translations
- Ensuring client's quality requirements were followed by all vendors
- Carrying out linguistic QAs of mobile sites and fixing linguistic bugs
- Working with the marketing team to shape the content for Brazilian users

Sajan – Global Language Translation Services & Localization – Quality Assessor (Linguistic and Functional QA)

Sep 2012 to Jan 2013

- Review and logging of linguistic issues found in the content
- On site testing for non-linguistic errors and audio instruction
- Editing xml files for IVONA by providing phonetic transcription to fix pronunciation issues, alternate narrators, edit time, etc.)

Details on further experience available upon request.

EDUCATION

Dublin City University (2011-2012)

Master of Arts in Translation Studies

Universidade Estadual de Londrina (2003-2007)

Bachelor of Arts (Hons.) in Languages and Literatures (PT_BR & EN)

University of Cambridge – ESOL Examination (2011)

Certificate of Proficiency in English – CPE

COMPUTER SKILLS

- | | |
|-------------------------------|---------------------|
| ▪ SDL Trados Studio/MultiTerm | ▪ Polyglot |
| ▪ MemoQ 2013 | ▪ Subtitle Workshop |
| ▪ Adobe Acrobat | ▪ WordSmith Tool |
| ▪ Amara | ▪ MS Office Package |

REFERENCES

References can be found on [my LinkedIn profile](#).