

## Leandro Jorge Bohnhoff

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### Work Experience

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2005 – Currently holding this position

#### **Freelance translator and editor**

Rosario

Technical translator and editor (English into Spanish from LA)

Fields of expertise:

Technical material in general, heavy machinery, automotive and automation. Projects:

- Easom Engineering: 7<sup>th</sup> axis manual
- Hoshizaki: ice maker technician's guide
- Ingersoll Rand: air nut runner manual and specs
- Pentair water: electric water valve manuals
- Richards Lerma: spark plugs brochures

IT, communication technologies and SW. Projects:

- AVAYA: user interface
- Cisco WebEx: documentation and help
- Concur Expense: documentation and UI
- Microsoft: internal comms and documentation
- Proofpoint: e-mail archiving solutions comms and manuals
- StreamTheWorld: AdGear server
- TDK: flash card reader manual
- TRUSTe: privacy statement
- VIZIO: internet router manual and specs, LCD manual and specs, wireless stream link manual, sound bar manual and specs

Business, human resources and finance. Projects:

- AkzoNovel: newsletters
- Kellogg Company: human resources material
- Kenexa: surveys

Also, educational material, travel and tourism, music and arts.

March 2011 – May 2011

#### **Language Services Associates**

Temporary independent contract – Reference: Colleen Saunders Biggs (Manager)

#### **Freelance Project Manager**

- Plan and schedule documentation/software localization projects; provide assessment and quote; allocate resources; develop budget, schedule and quality parameters.
- Track project progress to ensure that quality, deliveries and cost stay on plan.
- Manage day-to-day relationship with client on project matters; provide regular status reports and proactively offer solutions to ensure customer satisfaction.
- Facilitate effective communication within the project team (translators, engineers, publishers, etc.).
- Provide support to sales management in costing and planning projects and with customer presentations.
- Ensure completion of all administrative processes (invoicing, open/close jobs, etc.).

2009 – 2011

#### **Consecutive Interpreter (EN<>SP)**

Rosario

NGO's General Assembly Interpreter (RST, Mar del Plata – September 2009)

Business rounds for exporting Blueberries (Savoy Esplendor - 23/24 August 2010)

June 2009 – February 2010

**SpanSource Argentina S.R.L.**

Rosario

**Production Manager**

As a Production Manager, I was in charge of planning, coordinating, and controlling the production processes (linguistic, DTP and engineering processes). I was also in charge of the overall quality of the company's services (making sure that the results are low cost, delivered in a timely manner, and within the quality expectations).

Duties:

- Report creation (financial and auditing)
- Partnering with Vendor Management to maintain an updated vendor's database
- Point of escalation for clients
- Working together with PM's to ensure adherence to processes and quality standards

September 2008 – March 2009

**SpanSource Argentina S.R.L.**

Rosario

**Project Manager**

- Communication with clients on a daily basis on the progress of their projects
- Ensuring delivery of projects within deadline
- Ensuring that project information is correctly maintained
- Dealing with multiple tasks at the same time
- Extensive knowledge of CAT tools (Trados, SDLX, Idiom, Wordfast, Déjà vu, LocStudio, Transit, WorldServer, etc.)
- Management Tools: Plunet and Microsoft PM
- Follow defined rules and procedures
- Managed multiple projects (from small to large)

Managed projects:

- Clinical trials for companies such as Wellpoint, Wyeth, etc.
- Cisco e-learning courses (from content only to entire localization process – engineering, DTP, TEP and QA)
- Educational material for bilingual education in the US for Houghton Mifflin, Pearson, Harcourt, etc.
- SW localization: from UI to documentation and help; companies: Microsoft, Cisco, Unica, etc.

September 2007 – September 2008

**Teletech Argentina S.A.**

Rosario – Reference: Patricia Golfo (HC Manager)

**Service Delivery Manager**

- Direct report to the Account Manager
- Duties: organization and management of a team comprised of 10 Supervisors of the Operations Department in a Technical Support Project.
- Administrative and operative tasks. Action plans production at Site level for a Project with a population of 400 agents. Motivational plans evaluation and process improvement plans to accomplish the Client's goals. Direct contact with the Client to present performance improvement and action plans. Nexus between the different departments: HC, Training, Quality, IT and IS.
- Accomplishments: from September to December 2007, the team I was part of established Teletech Argentina in Rosario city, hiring more than 400 employees.

November 2004 – September 2007

**Apex a Sykes Company**

Rosario – Reference: Gabriela Corvetto (HC Coordinator)

**Operations Supervisor**

- Direct report to the Line Manager
- Duties: organization and management of a team comprised of 20 to 22 representatives in a Customer Service Center for a prepaid cell phone company in the US.
- Administrative and operative tasks. Follow up of the representative's performance. Feedback and coaching sessions. Goals setting and creation of action plans.
- Accomplishments: during 2005 and 2006, the team ranked in the first positions in Quality and general performance in four different opportunities.

June 2004 – October 2004

**Apex a Sykes Company**

Rosario – Reference: Gabriela Corvetto (HC Coordinator)

**Bilingual Customer Care Representative**

- Customer care assistance for customers of a prepaid cell phone company in the US
- Goal -oriented work and continuous training provided.

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**Education**

Year 2012 (License # 45823)

Certificate

**DipTrans – EN/SP**

Chartered Institute of Linguist

London (UK)

Years 2005-2007

College Degree Level Studies (not completed)

**Translator Course (English into Spanish)**

Instituto Superior San Bartolomé - Tucumán 1257 -

Rosario - Argentina

Years 2003

University Degree Studies (in progress)

**Choral Conduction Degree**

UNR

Year 1996 – 2000

Secondary School Degree

**Technical High school Degree in Chemistry**

Instituto Politécnico Superior “Gral. San Martín”

Av. Pellegrini 250

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**Courses**

October 2012 – January 2013

**6.00x: Introduction to Computer Science and Programming**

6.00x is an introduction to using computation to solve real problems. The course is aimed at students with little or no prior programming experience who have a desire (or at least a need) to understand computational approaches to problem solving.

edX (not-for profit enterprise founded by Harvard University and MIT)

September 2012 – November 2012

**Project Management Course**

The course covers skills and concepts to promote a better project management process, following the proposal from the PMBOK® (Initiation, Planning, Execution, Monitoring and Closing).

ERA Project Management

August 2006

**Regional Conference: Responsible Communication**

Topics: Ethics and Communication, Responsible Journalistic Communication, Internal Communication, Graphic Communication and Institutional Communication.

Colegio Universitario IES

July 2006

**I International Congress of Specialized Translation**

Subjects: Law, Medicine, Economy, Quality Standards, IT and Finance.

Colegio de Traductores de la Ciudad de Buenos Aires

June 2006

**The Nuts and Bolts of English Writing**

Theory and practice of Essay production in English.

UCEL – Ext. Universitaria (Área Idiomas)

November 2005 – January 2006

**Middle Management Course for Contact Center Supervisors**

Topics: Leadership, Motivation, Communication, Team Work and Coaching.

Telerecursos – Call Centre Staffing

September 2005

**3º Young Entrepreneurs Meeting**

Topics: Entrepreneurship, Motivation and HC Department.

Centro de Emprendedores de La Siglo 21 (Villa Giardino, Córdoba)

June 2005

**5<sup>th</sup> Interdisciplinary Translation Conference**

Workshops: "English/Spanish Contrastive Analysis" and "Internet: a tool for the translator".

Icon – Servicios de Idiomas

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**Languages**

**English**

Fisrt Certificate in English (Grade B)

Asociación Rosarina de Cultura Inglesa

Advanced Knowledge

**German**

UTN – Language School

A2 level (currently attending)

**French**

UNR

Basic Knowledge

**Italian**

UNR

Basic knowledge

## **Volunteer Activities**

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### **TED OTP transcriber/translator**

Feb 2014 – currently a volunteer

Transcription and translation of lectures in video format.

Reference: Mariela Rodio (OTP Language Coordinator; LinkedIn: [ar.linkedin.com/pub/mariela-rodio](https://ar.linkedin.com/pub/mariela-rodio))

### **Volunteer interpreter for the Argentinean Theosophical Society's Summer Camp**

- **Jan 29<sup>th</sup> until Feb 6<sup>th</sup>, 2011**, held in San Rafael, Mendoza, Argentina. Lecturer: Linda Oliveira – International Vice-President – TS
- **Jan 5 - 12, 2013**, held in San Rafael, Mendoza, Argentina.  
Lecturer: Vicente Hao Chin - TS Philipinas
- **Jun 15<sup>th</sup> until Jun 23<sup>rd</sup>, 2013**, held in San Rafael, Mendoza, Argentina.  
Lecturer: P. Krishna – TS India and President of the Krishnamurti Foundation

References: Juliana Cesano (Publicist & Social Media Strategist; [julicesano@gmail.com](mailto:julicesano@gmail.com)) and María Rosa Martínez (head of Theosophical Center in San Rafael; [shantimre@yahoo.com](mailto:shantimre@yahoo.com)).

### **Volunteer Translator for The Rosetta Foundation**

Session descriptions for the Special Olympics held in Europe/Eurasia 2010

<http://www.therosettafoundation.org/index.php/es/news>

### **Interpreter and Interpreters Team Coordinator – Servas International General Assembly 2009**

During September, SI held its regular GA in the city of Mar del Plata, Buenos Aires (Argentina). I was part of the group of interpreters that volunteered for the GA sessions. I also coordinated the interpreters group.

Reference: Pablo Chufeni (Youth Coordinator SI; [contacto@artisticaveventos.com.ar](mailto:contacto@artisticaveventos.com.ar)) and Penny Pattison (General Secretary; [pmpattis@islandnet.com](mailto:pmpattis@islandnet.com))

### **Coordinator of ApreNDamos Juntos Program (Let's Learn Together) – Apex a Sykes Company**

The program belongs to the Corporate Social Responsibility projects of the company. The objective is to deliver English language and Computer Skills classes to rural school students to generate equality of opportunity.

Tasks: coordination of volunteers and development of the classes' content. Reference: María José Domínguez (Argentina Program Coordinator; LinkedIn: [ar.linkedin.com/pub/maria-jose-dominguez](https://ar.linkedin.com/pub/maria-jose-dominguez))

## **Skills**

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- Team worker
- Goal-oriented professional
- Interpersonal communication skills
- Engagement with the job
- Adaptability to change
- Ability to work under pressure
- Eager to learn