

Duong Thi Phuong Thanh

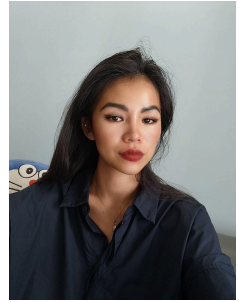
Freelance Translator / Project Manager

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Profile

Results-driven Production/Project Coordinator with a strong track record in managing workflows, optimizing processes, and ensuring seamless project execution. Skilled at coordinating teams, solving problems under pressure, and delivering high-quality results on time.

Professional Experience

LILT

Production Coordinator

- Managed project execution across multiple accounts, ensuring on-time, high-quality production.
- Optimized linguist allocation and automated workflows to improve efficiency.
- Tracked deadlines and ensured 100% compliance with customer SLAs.
- Monitored assignments, adjusted workflows, and resolved issues proactively.
- Coordinated with teams and linguists to maintain smooth project flow.
- Handled queries, tracked KPIs, and ensured QA compliance.
- Managed system administration, data entry, and payment tracking.
- Provided updates and escalated risks for swift resolution.

English \leftrightarrow German Translator (Freelance)

- Delivered accurate translations between English and German, maintaining original tone and intent.
- Worked in various industries, translating technical manuals, legal contracts, marketing materials, and literary works.
- Ensured translations resonated with the target audience by understanding cultural nuances.
- Managed projects efficiently to meet deadlines and maintain quality.
- Proficient in CAT tools to enhance productivity and consistency.

InterTimer GmbH, Puchheim, Bavaria, Germany

Administrator and Customer Service Representative (May 2020 - March 2023)

- Delivered bilingual customer service in English and German.
- Resolved complaints, anticipated customer needs, and offered solutions.
- Handled product information requests, order processing, and data entry.
- Maintained positive customer relationships to ensure loyalty and satisfaction.

OURS Localization group

Localization Project Manager (2016-2019)

- Managed end-to-end localization projects, ensuring timely and budget-compliant delivery.
- Collaborated with cross-functional teams for seamless communication and workflow.
- Conducted quality checks for linguistic and cultural accuracy.
- Developed project timelines and resource plans, enhancing efficiency.

VsionGlobal Group, Hochiminh City, Vietnam

Project Manager (May 2012 - June 2016)

- Coordinated multiple localization projects, ensuring timely delivery within budget.
- Facilitated the localization process with translators and designers.
- Created project plans, timelines, and budgets.
- Conducted quality assurance for localized content.

Expertise

- Bilingual proficiency (English and German)
- Translation and localization expertise
- Cultural sensitivity and understanding
- Time management and CAT tool proficiency
- Strong client collaboration and communication skills
- Problem-solving and project management

Education History

- Bachelor of English, University of Technical Education of Hochiminh City (2012)

Language Proficiency

- English: C1
- German: C1