

NGAN HAI HUYNH PHAN

Game Localization &
LQA Specialist (Remote)

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📍 My Tho, Tien Giang, Vietnam

SUMMARY

High-performance Native Vietnamese Localization Specialist and Google-certified Project Manager with a proven track record in high-volume digital content translation. Expert in AI-assisted Prompt Engineering to accelerate translation workflows while maintaining 98%+ accuracy. Specialized in Gaming Content and LQA (Language Quality Assurance), with experience managing large-scale digital communities (45K+ members). Committed to delivering immersive gaming experiences through culturalized and high-quality localization.

WORK EXPERIENCE

Project Coordinator & Localization Specialist (CN/EN-VI), Truyenno1 **October 2022 - Present**

- **Game-Ready Workflow:** Pioneered AI-driven localization workflows via Prompt Engineering, accelerating project turnaround by 50% and team output by 30% for high-volume gaming assets.
- **Quality Excellence:** Authored Gaming Style Guides and Glossary SOPs, reducing peer-review cycles by 70% while maintaining linguistic consistency for 15,000 words/day across various game genres.
- **High-Volume Delivery:** Managed a consistent daily output of 15,000 words, specializing in narrative-driven content and creative localization.

Operations Lead & Regional Coordinator, International Outreach Organization **July 2024 - January 2026**

- **Cross-Border Logistics:** Coordinated cross-functional localization stakeholders across multiple time zones (PST/MST), ensuring 100% alignment on delivery milestones and regional logistics.
- **Process Scaling:** Developed onboarding protocols and trained junior team members on operational SOPs, improving regional engagement by 30%.
- **Regional Culturalization:** Led Culturalization (Cult) reviews for regional content, identifying and mitigating socio-cultural risks to ensure 100% alignment with Vietnamese market nuances and player expectations.

Administrative Operations & Community Lead, Tran Vu Group **July 2023 - July 2024**

- **Data-Driven QC:** Architected LQA & Bug Tracking dashboards in Excel to monitor linguistic quality trends and player feedback cycles, improving issue resolution speed by 25% for a 45K-user base.
- **Content Lifecycle Management:** Managed end-to-end digital lifecycles on WordPress, overseeing 100+ monthly deliverables while maintaining strict quality standards.

CERTIFICATIONS

- Google Project Management Professional Certificate, Coursera
- EF SET English Certificate – C2 Proficient (Score: 81/100)
- Prompt Engineering for ChatGPT Certificate, Coursera

TECHNICAL SKILLS

- **Translation & Localization:** English to Vietnamese (Native), Game Content, Creative Writing, Culturalization.
- **LQA & Editing:** Linguistic Bug Reporting -> Regression Testing -> Final Sign-off
- **Technical Skills:** Trados, MemoQ, Memsourc/Phrase, SDL Trados, Jira