

# NITESH RANA

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## ABOUT ME

Experienced Localization Project Manager with 2 years leading multilingual translation projects across diverse industries. Skilled in project planning, cross-functional team coordination, quality assurance, and client communication. Adept at using professional translator's and localization platforms to deliver high-quality translations on time and within budget.

## WORK EXPERIENCE

### 3i INFOTECH PVT LTD Calling Agent

- Handled 80+ inbound and outbound calls daily, resolving customer inquiries efficiently and professionally.
- Maintained a customer satisfaction score of over 90% through clear communication and problem-solving.
- Provided first-level support for customer inquiries, billing issues, and service complaints.
- Maintained calm and professionalism when handling high-volume or escalated calls.
- Followed up with interested customers through calls and emails, increasing conversion success.
- Delivered timely and empathetic customer service to over 700 clients daily, achieving a 95% satisfaction rating.
- De-escalated tense situations calmly and professionally, improving complaint resolution time by 30%.
- Followed active listening techniques to understand customer concerns and provide appropriate solutions.
- Supported onboarding of new team members by providing one-on-one shadowing and process training.
- Created quick-reference guides and knowledge base articles for common customer concerns.

### GET ANY LANGUAGE Project Manager

- Managed end-to-end localization projects across multiple languages, ensuring on-time and quality delivery within budget.
- Coordinated with translators, editors, reviewers, and DTP teams to execute high-volume translation projects.
- Created and maintained project timelines, resource allocation plans, and status updates using tools like Jira, Trello, or Asana.
- Oversaw multiple simultaneous projects with varying scopes, meeting tight client deadlines without compromising quality.
- Gathered feedback, implemented revisions, and ensured client satisfaction at every stage of the project.
- Built long-term relationships with enterprise clients by consistently delivering high-quality outcomes.
- Built and maintained a vetted pool of language professionals across multiple domains and regions.
- Negotiated rates, set expectations, and resolved issues to ensure smooth collaboration with external vendors.
- Led internal project meetings and status reviews to ensure alignment across all teams.
- Successfully managed multiple time-sensitive localization projects, consistently delivering high-quality.

## EDUCATION

- 2017-2018  
**RD PUBLIC SCHOOL**  
Metric Passed
- 2019- 2020  
**DEVI A INTER COLLEGE**  
Senior Secondary Passed
- 2022- 2025  
**IGNOU UNIVERSITY**  
Bachelors of Arts

## *SKILL*

- Project Planning and Execution
- Multilingual Vendor Management
- Translation Memory (TM)
- Quality Assurance for translation
- Risk Management
- Quality Check
- Vendor registration
- Deliver the project on the time
- Management Budgeting and Cost Control
- Client Relationship Management

## *STRENGTHS*

- Positive Attitude
- Self Motivated
- Honesty
- Hard Work

## *ADDITIONAL SKILLS*

In addition to project management, I actively contribute to business development by generating leads, nurturing client relationships, and successfully onboarding new clients.

- International Tractors
- MSAG Skill India LLP
- Larsen And Toubro Limited
- Social Panga
- HINDUJA TECH LIMITED.

## *PERSONAL PROFILE*

- |                  |                              |
|------------------|------------------------------|
| ➤ Father's Name  | Paup Singh Rana              |
| ➤ Date of Birth  | 02 <sup>nd</sup> August 2000 |
| ➤ Nationality    | Indian                       |
| ➤ Marital Status | Unmarried                    |
| ➤ Gender         | Male                         |

## *LANGUAGE KNOWN*

- Hindi
- English

## *DECLARATION*

I do hereby declare that all the information given by me in the RESUME are true and correct to the best of my knowledge and belief

(NITESH RANA)