

# Le Thi Ngoc Mai

## PERSONAL INFORMATION

**Mother Tongue:** Vietnamese

**Country/Region:** Viet Nam

**Language Pairs:** EN⇌VI

**Working Hours:** 20–40 hours/week

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## CONTACT DETAILS

**Phone:** +8497138505

**Email:** mai2596@gmail.com

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## SKILLS

- Translation (English ⇌ Vietnamese)
  - Editing & Proofreading
  - Transcribing
  - Subtitling
  - MS Office, Google Workspace
  - AI Writing Evaluation & Data Annotation
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## LANGUAGES

- Vietnamese (Native)
  - English (Advanced)
  - Chinese (HSK 2)
  - Japanese (N4)
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## CAT TOOLS

- Trados
- Xbench
- TWS
- Others (as required)

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## EDUCATION

**BA in English** – University of Social Sciences & Humanities (1997–2002)

**Q&A Manager** – HighFlyers.vn (2011)

**Caring for the Customer** – PACE Institute of Management (2024)

**Easiest Side Gig 2023 – Passive Income from Transcription** – Udemy (2024)

**Mastering Generative AI** – CrowdDev (By Appen), (2025)

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## WORK EXPERIENCE

### Freelance Translator, Linguist, & AI Specialist (2009–2025)

Clients: 1-StopAsia, Globibo, Imani Lee, CrowdDev, Outlier AI, TELUS International, Jeenie, Indochina Research, and others.

**Responsibilities:** - Translation, editing, proofreading (EN↔VI) - Transcription, subtitling, data annotation - AI evaluation, prompt writing & assessment - Delivering accurate linguistic output for business, legal, HR, technical, and media content - Managing multiple projects with strong attention to quality, confidentiality, and deadlines

### HR & GA Executive – Hai Au Concrete JSC (2006–2009)

- Translated employment contracts, HR policies, and official documents
- Supported visa and work permit processes
- Assisted in recruitment, staff training, and internal communication

### HR Assistant – Tran Hiep Thanh Co., Ltd (2000–2006)

- Translated technical documents and correspondence
  - Supported administrative tasks and document preparation
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## COMPLETED PROJECTS WORTH MENTIONING

### 1-StopAsia

- EN↔VI translation, editing, proofreading, MTPE, QC for business, corporate, HR, and technical content
- AI-related linguistic tasks and generative AI support

### Globibo Pte Ltd

- EN→VI revision for business, finance, HR, and corporate materials

## Imani Lee Inc.

- English–Vietnamese video transcription, translation & subtitle adaptation for interviews and media content

## Jeenie – Natural Conversations Project (2024)

- Participated in Vietnamese conversational data collection for AI training
- **Achieved 100% acceptance rate** during QA review (0% rejected recordings)
- Delivered clean, accurate, compliant audio according to project guidelines

## Indochina Research Vietnam

- Vietnamese transcription, timestamping & EN translation for market research

## TELUS International / Outlier / CrowdDev / Appen

- AI linguistic tasks: MQM evaluations, data annotation, content classification, prompt writing/assessment

## Media & Entertainment Projects

- Subtitling & QC for English reality shows, food documentaries, and travel media
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## SPECIALIZED SUBJECTS

- Business & Corporate
  - Human Resources & Training
  - Finance
  - Technical & Legal
  - Health
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## REFERENCES

- 1-StopAsia Translation Co. Ltd.
- Indochina Research
- Hai Au Concrete JSC