

AATIKAH KASHAN

localisation vendor manager | ZH<>EN (medical) translator | administrative assistant | educator

EMPLOYMENT HISTORY

localisation vendor coordinator @ Uber

May 2024 — Present

localisation | vendor management | APAC | LLM training | QA | talent acquisition

- serving as an escalation point for vendors while creating vendor partnerships with a focus on vendor utilisation, quality and commitment to projects
- evaluating LLM prompt-answer, creative writing and quality assessment with languages of ZH & EN using established quality criteria
- maintaining a clear communication with PM Team in terms of initiated requests and deliver feedback about the linguists
- recruitment of new specialised vendors in order to expand databases for clients

private tutor @ TUTOR CIRCLE & self-employed

Jul 2021 — Present

private tutoring | NET Teacher | ESL | HKDSE | GCSE/GCE | IB | TOEFL

- students include kindergarten, primary, secondary, and higher-education levels

executive assistant @ Time Auction HK

Feb 2024 — Jun 2024

event support | market research | brand networking | public relations | project management

- developed media relations through collaborations between multiple organisations, potential donors, NGOs, and etc.
- impelled content to promote organisation's mission and programs locally, via social media platforms - LinkedIn, Instagram, and Time Auction Website
- conducted market research to modify suitable practices for nonprofits

senior coordinator & tutor @ TUTORTEAM

Aug 2021 — Mar 2024

- continuous supervision of juniors and reporting to fellow coordinators which improved students-tutors performances

customer care advisor @ Cathay Pacific Airlines

Aug — Sept 2023

customer success | operations management | digital channels | operations

- handled customer inquiries through virtual assistance via phone calls, emails, chat support
- analysed consumer trends and created insight reports to senior coordinators
- received customer success management training from the department head and supervisors

teacher assistant @ Standard Individualised Education Academy

Feb — Aug 2023

- created Individualised Education Plans (IEPs) to tailor educational expectations for students

administrative assistant @ SLEEK HK

Nov 2022 — Jan 2023

clerk work | general administration | client services | human resources

- provided support to the administrative department, including scheduling events, appointments with teams, telephone and email communication with clients
- maintained a consistent record of client satisfaction with my administrative services

office assistant & tutor @ YAN's SUPERB

Jun 2022 — Oct 2023

office assistance | customer service | administrative work | tutoring

- scheduled weekly tutors-students sessions and managed schedules distribution timely

PROJECTS

EN-ZHHK medical/science translation project @ AsiaLocalize Aug 2024 — Ongoing
localisation | medical translation | scientific research | linguistic revision | proofreading | XTM

multiple localisation projects @ appen Aug 2024 — Ongoing
localisation | transcription | prompt writing | quality evaluation | data training

- writing prompt-response pairs for LLMs data training
- cantonese transcription project, audio evaluation, QA scoring & checking on new data

LLM creative writing @ Andovar Aug 2024 — Ongoing
localisation | translation | content evaluation | LLM training

- writing prompt-response pairs for training Large Language Models (LLMs) and evaluating quality for AI data

freelance translator @ Washi Globalize Jun 2024 — Ongoing
localisation | medical translation | linguistic review | MTPE | clients NDA

- translating and linguistically reviewing among translated medical documents, e.g. reports, academic research, medical paper, medical examinations & more

bilingual projects @ DataAnnotation Jun 2024 — Ongoing
localisation | translation | creative writing | content writing | linguistic review | MTPE

freelance localisation projects @ Clearly Local Mar 2024 — Ongoing
transcription | subtitling | medical & general translation | linguistic review | NDA projects

localisation project @ GIC Business Solutions Private Limited Feb 2024 — Ongoing
transcription | LOFT 2.0 | subtitling | translation | linguistic review | localisation

- transcribing production materials such as YouTube videos, podcast materials per clients segmentation and demand
- conducting linguistic feedback of team tasks for clients satisfaction on various projects

cantonese project @ prosessor-AI Mar — Jun 2024
transcription | LOFT 2.0 | audio data | linguistic review | project management

- transcribing client's production materials as per clients segmentation and demand
- conducted linguistic review and received positive feedback for efficiency and satisfaction

copywriter (Chinese-T & English) @ AI LAB, Time Auction Feb — Jul 2024
copywriting | typography | proofreading | linguistic review | project management

- proofread and edit clear, original and persuasive promotional materials, including press release, proposals, etc - enhancement of organisation's newsletters

native english teacher @ AHKF Ltd, Time Auction Feb — Jun 2024

- supported underprivileged students with native english language - focus on grammar, vocabulary, writing, comprehension, oral practice
- taught primary 1 to secondary 2 students via Zoom
- helped prepare new teaching materials for interactive speaking activities or grammar exercises(e.g. Kahoot)

arts & culture project @ ComMAGround, Time Auction Jan — Apr 2024
translation | Microsoft office | material proofread | localisation | cultural research

- edited promotional webpage, proofread translation for Chinese & English web materials
- assisted on cultural research on residency programs - Arts & Cultural Experience South Africa 2024 & Thailand Artist Residency 2024

voice-over project @ LXT AI & Likha Careers Dec 2023 — Mar 2024

- subtitling, voice-over, transcription of audio content of ZHHK<>EN - modified content per client specifications and requirements & received satisfactory feedback for each project and secured team payments

TRAININGS & CERTIFICATIONS

Basic Law and National Security Law Test - PASSED

May 2023

"Be With You" Programme @ Education and Service Organization

Feb — Aug 2023

certification - curriculum development | student performance

- certified and trained in implementing lesson plans based on students' educational needs and interests
- targeted classroom teaching of primary and secondary students
- developed professional educational skills through multiple training sessions

EDUCATION

Bachelor of Social Sciences in Law Enforcement and Security Management

@ Hong Kong Metropolitan University

Jan 2024 — Present

Associate of Social Sciences - Communication, Public Relations and Journalism

@ HKUSPACE Po Leung Kuk Stanley Ho Community College

Sept 2021 — May 2023

LANGUAGES

Cantonese (native)

Mandarin (proficient)

Urdu (native)

English (native)