

JENNIFER NACINELLI

PROGRAM MANAGER – QUALITY ASSURANCE MANAGER

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PROFESSIONAL SUMMARY

Detail-oriented and adaptable Program Manager, a strategic thinker with cross-functional skills and in-depth knowledge of the translation and localization fields. With 10 years of experience in the translation field and over 2 years of experience in AI and Machine Learning, I am now looking to further develop my career by undertaking new challenges and responsibilities more suited to my skills and experience.

SKILLS

- Time management
- Detail-oriented
- Process development
- Team leader
- Financial management
- Risk assessment
- Quality assurance
- Project management
- Verification

EXPERIENCE

Program Manager – Translate, 09/2022 – current

Quality Assurance Manager, 02/2022 – current

e2f – Remote position

- Localization and AI Data Services.
- Responsible for delivering services and solutions to clients, facilitate interactions between teams and stakeholders.
- Oversee issue management and training; define, measure and report on cross-functional goals and financial KPIs.
- Team manager: Program (5-10 direct reports), QA (3 direct reports), in addition to linguistic teams collaborating in our projects.
- Achievements:
 - Established and implemented Verification processes with company-wide applicability.
 - Increased the Program's gross margin from 18% to 52%, through workflow, resources and QA improvements.
 - Increased quality of deliverables from 0% to 100% of deliverables accepted upon first delivery.
- Tools: Transifex, CrowdIn, Lokalise, Xbench, Jira, Confluence, Clear Company, Slack, Asana, Google Suite.

Language Quality Lead – AWS Training & Certification (freelancer), 11/2021 – 05/2022

Pactera EDGE per Amazon Web Services – Remote position

- Amazon Web Services projects, AWS Training & Certification team.
- IT & Cloud Computing field.
- Review, assess, improve the quality of translated content, including translation memories, term bases, style guides.
- Localize and adapt corporate materials for an Italian audience.
- International, fast-paced, dynamic working environment.
- ATMS, RISE (Articulate 360), Quip, Slack, Asana.

Italian Translator – Product Team (freelancer), 04/2021 – 11/2021

Jeff – Valencia, Spain (remote position)

- Translating materials for all verticals, from Spanish and English into Italian: app, software and website, subtitles, training manuals, technical sheets, newsletters and press releases.
- Translating documents accurately while respecting and adapting the tone and context of each text to suit the end user.
- Providing general linguistic support to all areas of the department.
- Delivering all texts on time and meet all deadlines.
- Fast-paced and dynamic corporate working environment, within an international context.
- CAT tools and software: Memsource, Lokalise, Google Suite, YouTube Studio, Zendesk.

Language Lead // Assistant Translation Project Manager (freelancer), 02/2011 – 11/2021

Tradex, translation agency – Pesaro, Italy

- Proofreading, editing and copy-editing documents before delivery with thorough comparisons of source and final documents for accuracy.
- Managing translation projects from planning work, research, terminology assessment, freelancer assignment, revision – editing, through to final delivery.
- Translating and adapting content with careful approach focused on maintaining original meaning and tone.

- Keeping translation processes consistent with development, implementation, and regular use of strategies and checklists.
- Simplifying and streamlining translation process by maintaining and updating terminology banks and translation memories.
- Adjusting material content and level to match intended audience.
- Troubleshooting problems and developing successful solutions, both linguistic and process-related.
- CAT tools: DejaVu and Memsorce.
- Languages: Italian, English, Spanish, French.

English as a Second Language Teacher (freelancer), 09/2013 – 06/2022

MA.MA. Centre/Associazione Culturale Passe-Partout - Freelancer – Pesaro, Italy

- Helen Doron Early English method.
- Cultivate inviting and productive learning environments, encouraging inclusivity and exploration of new concepts.
- Adjust lessons to diversify instruction and meet needs of all students.
- Establish positive classroom management strategies and disciplinary rules to effectively handle challenging behavioral issues.
- Develop and implement weekly lesson plans incorporating technology, hands-on experiences, and creative learning methods.

EDUCATION

BA, Intercultural and Linguistic Mediation, 10/2011

Università di Bologna - Forlì – SSLMiT School of Modern Languages for Interpreters and Translators

- English language and culture; English/Italian mediation and translation.
- Spanish language and culture; Spanish/Italian mediation and translation.
- Extra modules: anthropology, gender studies, Chinese language, and culture.
- Erasmus programme at *Universidad del País Vasco* (Vitoria, País Vasco, Spain).

CONTINUING EDUCATION

Localization Project Management Certificate, The Localization Institute, October 2022.

TAUS Quality Management Course, TAUS, May 2022.

Professional Scrum Master (PSM I), Scrum.org, March 2022.

Google Project Management: Professional Certificate, Coursera, February 2022.

Disciplined Agile Scrum Master (DASM), PMI, in progress.

SheCodes Basics, SheCodes, December 2021.

Memsorce Certified User, Phrase (ex Memsorce), November 2021.

Translation Quality Management, Coursera, August 2021.

Helen Doron Early English teacher certificate.

Digital Marketing Basics, by Google Digital Training, in October 2020.

LANGUAGES

Italian:	Native	English:	C2
Native		Expert near-native	
Spanish:	C1	French:	B1
Expert		Intermediate	

OTHER INFORMATION:

- I have collaborated with University Professors and Scholar in the translation of **Academic papers and abstracts**. Please, feel free to consult the full list on my website.

OTHER PAST PROJECTS:

- **English teacher at Istituto Comprensivo G. Leopardi** (Pesaro, IT). English Full Immersion - English language course, drama and conversation activities. September 2014.
- **English teacher for Iscom Emilia-Romagna Formazione Concommercio** (Ravenna, IT), English course within the "Strategie per l'accoglienza" program, for the Terziario Donna group. From October 2014 to December 2014.
- **English teacher at Istituto Comprensivo G. Galilei** (Pesaro, IT), English full immersion, English language course and conversation practice. September 2015, September 2016 and September 2021.