

Anna Saban

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LOCALIZATION PROFESSIONAL

International relations professional with exceptional knowledge of international communications, the localization and globalization industries, and extensive experience in intercultural business practices. Extensive project management skills requiring direct client interaction, tight turnaround times, and strict budgetary control. Working proficiency in Mandarin Chinese, with in-country study and living experience; involved in intercultural communications on a daily basis. Creative professional with a successful reputation who thrives in a challenging, deadline-driven environment.

International and Intercultural Communications · Mandarin Chinese (written and spoken) · Project Management · Negotiations · Resource Evaluation & Recruitment · Needs Assessments · Marketing and Event Coordination · Corporate Fundraising · Administrative Functions · Customer Service

PROFESSIONAL EXPERIENCE

SDL International – Superior, CO

June 2012 – Present

A multi-trillion dollar company that provides technology and services including social listening and marketing analytics, campaign management, language management and services, video and written content creation, web content management, dynamic technical documentation publication and eCommerce. Forty-two of the fifty top global brands use SDL, including ABN-Amro, Bosch, Canon, CNH, FICO, Hewlett-Packard, KLM, Microsoft, NetApp, Philips, SAP, Sony and Virgin Atlantic.

Localization Project Manager

Create, update, and maintain project schedules while monitoring both project and client budgets and achieving desired level of profitability. Work in a team that specifically handles high volume and fast turnaround clients, as well as highly complex project structures. Work on projects involving documentation, web localization, software localization and testing, as well as highly technical content. SDL project managers are in charge of their own clients' budgets, which are strictly controlled and applied to client performance and profitability.

- ❖ Designated to be a Team Lead with a promotion to Senior Project Manager after first month of employment
- ❖ Assigned as manager for a new high-profile video game client, and credited with establishing and maintaining a positive relationship with a monthly increase in profit of approximately 2.5%
- ❖ Personally handle an average of 15 projects each week
- ❖ Co-manager for two large software-based clients, Amazon and Perceptive, which require multiple levels of localization including documentation, software localization and testing (for both consumer interactive and mobile app software)

ForeignExchange Translations – Louisville, CO

July 2010 – June 2012

A multi-million dollar localization company providing linguistic support exclusively to the medical and pharmaceutical industry.

Resource Coordinator and Vendor Manager

Working for the Linguistic Services department, managing a database of over 2,000 freelance and agency vendors in over 150 languages. Recruit new linguists to fill linguistic, subject matter, and/or specific client needs, with the goal of minimizing resource costs within tight budgetary constraints – specializing in Asian language recruitment. Daily rate negotiations to decrease overall operations costs; daily international communication and intercultural interaction. Project outsourcing duties included researching and contacting best possible linguist for the content, outsourcing work, and providing project handovers and schedule keeping for tight turnarounds. Full project management for projects with special client requirements – working from initial project planning through completion and

delivery. Follow strict adherence to record keeping requirements and organizational procedures. Occasional in-house Chinese translation.

- ❖ Part of a cost improvement team that negotiated a 22% decrease in overall vendor rates
- ❖ Recruited 219 linguistic resources specializing in medical and pharmaceutical content
- ❖ Helped attain a 98.7% on-time delivery rating
- ❖ Spearheaded recruitment project for large pharmaceutical company, building a linguistic team of 23 languages for European Medicines Agency submissions documents
- ❖ Editor for company's bi-annual linguistic newsletter

Project C.U.R.E. – Denver, CO

August, 2009 – May, 2010

Project C.U.R.E. (Commission on Urgent Relief & Equipment) builds sustainable healthcare infrastructure by providing the medical supplies and equipment that medical personnel need to deliver healthcare to their communities.

Project Development Intern

Worked with the Director of Project Development to screen and process new applications for medical relief aid. Went through the full project management cycle of processing applications, assessing needs requirements, coordinating funding requirements and fund allocations, and organizing and scheduling needs assessment visits to international facilities. Also worked with the Director of Corporate Relations on marketing initiatives to increase monetary donations and increase business and corporate funding partners. Assisted in event planning for large quarterly events celebrating the First Lady of a country receiving large amounts of aid.

- ❖ Project Manager of Sister Cities funding initiative, which successfully brought over \$1 million in medical supplies to developing nations in West Africa
- ❖ Successfully recruited funding for 3 “cargo containers” worth approximately \$1.5 million of medical supplies to be sent to Haiti following the earthquake crisis
- ❖ Developed new Access Database to organize application processes, project timetables, and needs assessment schedules

Additional Work Experience

Extensive experience with basic office manager duties such as personal, phone, and email based customer service; proofreading medical documents; administrative work at a fast-paced law office; created training pamphlets for new and updated office procedures; liaison between health insurance companies and medical personnel; create and maintain physical and digital client files

EDUCATION

University of Denver – Denver, CO

December, 2009

Master of Arts: International and Intercultural Communications

Magna cum Laude

Focus on International Relations and Intercultural/Diversity Training

Pacific University – Forest Grove, OR

May, 2007

Bachelor of Arts: International Studies

Magna cum Laude

Focus on East Asia/Chinese Studies

COMPUTER PROGRAM PROFICIENCY

SDLX · SDL Studio 2011 · Trados 2007 · Windows XP, Vista, 7 · Mac OS · Microsoft Office Suite: Outlook, Word, Excel, Power Point, Access, Publisher · Adobe Acrobat · Adobe Dreamweaver · SAS/SPSS · Internet Research