ANJA SETALA

Westlake, Ohio 44145 | linkedin.com/in/anja-setala

PROJECT MANAGER

I am highly motivated by continuous improvements, innovation, creative problem-solving, and strategic analytical thinking, thriving in corporate, culturally diverse, and globally distributed settings. I lead with a focus on team building, diplomacy, customer satisfaction, kind leadership, high performance, and unnegotiable quality. I am currently pursuing my Project Management Professional (PMP) certification, demonstrating my commitment to continuous learning.

Management	Project Management	Translation & Localization
Team Leadership	Scrum, Agile, Waterfall & ASAP	Translation & Transcreation
Team Development	Resource & Budget Management	Content & Website Localization
Distributed Teams	Collaboration	Software Resizing & Testing
Data Analysis	Global Project Coordination	Desktop Publishing
Process Improvement	Problem-Solving	Troubleshooting
Communication	Negotiation	Machine Translation

Technical skills: Jira, Confluence, Salesforce, OnBase by Hyland, Microsoft Excel, Word, PowerPoint, Teams, SharePoint, Sitecore (CMS), Smartsheet, Webex, Zoom, Adobe Creative Suite (InDesign, Illustrator, Acrobat Pro), FrameMaker, RoboHelp, Smartling, RWS Trados Studio, RWS MultiTerm, RWS WorldServer, RWS Passolo, Weblate, Translation Management
Language skills: German (Native proficiency), English (Full professional proficiency), French (Elementary proficiency)

PROFESSIONAL EXPERIENCE

HYLAND| Westlake, OH   **6/2007 to 9/2023**
Hyland provides industry-leading Enterprise Content Management and content services to thousands of organizations across all industries, enabling them to digitally transform their processes and meet their customers' needs.

Team Leader, Translations | 12/2010 to 9/2023
Managed company-wide translation and localization projects, such as website localization and website testing, marketing collateral (incl. SEO translations), training and sales materials, as well as technical documentation and string translations, from request submission to output delivery for over 18 languages. Owned the translation team's internal processes and Translation Management Systems (TMS). Recruited, trained, and managed up to six translation team members responsible for German, French, Japanese, Portuguese, Simplified Chinese, and Spanish translation, review, and desktop publishing tasks.

- Utilized Agile (Scrum) methodologies to enhance project management, reduce work in progress (WIP), and deliver innovative solutions to complex translation project challenges.
- Efficiently maintained project backlog, communicated requirements to stakeholders, and ensured timely completion of deliverables.
- Proactively identified process improvement opportunities and successfully implemented a centralized localization model and translation request process, resulting in increased team output, cost reductions, optimized resource allocation, and consistent adherence to project deadlines and quality standards.
- Led the Translation Project Management Solution project, gathered requirements, documented processes, communicated with IT and business stakeholders, followed up on project status, and ensured project success.
- Successfully facilitated the change management initiative and fostered acceptance of the new company-wide translation project management solution process.
- Oversaw software upgrades of RWS WorldServer and Trados Studio and conducted troubleshooting, error reporting, and new feature training, ensuring seamless integration and adaptation by the team.
- Recognized for establishing and maintaining outstanding partnerships with internal stakeholders.
- Acted as a cross-functional liaison between IT, external software provider, and the translations team for multiple initiatives.

- Developed and nurtured collaborative relationships with in-house translators, interns, and external translation vendors, fostering a strong and reliable network of language resources.
- Collaborated with cross-functional teams, resulting in accurate and culturally appropriate translations aligned with the organization's brand and target audience.
- Thoroughly analyzed and prepared source documents, supporting efficient translation and localization.
- Created comprehensive documentation for various translation team processes, including onboarding and CAT (Computer Assisted Translation) tool usage, contributing to an efficient workflow and knowledge sharing.
- Responsively addressed translation inquiries to resolve quality-related feedback effectively and foster client satisfaction.
- Provided expert consultation on cultural awareness as well as translation and localization processes, offering valuable insights on writing for the global market, content leverage, translation memory tools, and terminology management.
- Demonstrated leadership capabilities by delegating tasks and promoting cross-training among team members to foster their professional growth and enhance overall team effectiveness.
- Managed translation memories and terminology database and maintained the German style guide, ensuring consistent and accurate translations aligned with language guidelines.
- Ensured German translation quality by proofreading and editing outsourced translations, focusing on grammatical correctness, clarity, conciseness, formality, and precision.
- Translated and transcreated marketing collateral, effectively conveying the intended message while maintaining cultural relevance, and provided desktop publishing of translated content.

Translation Specialist, German | 6/2007 to 12/2010
Translated marketing collateral (websites, case studies, product sheets, infographics, press releases, articles, trade show banners, subtitles), educational and technical documents (manuals, help files, demos), and software strings for OnBase. Published localized help files. Resized OnBase Interface in various languages. Tested localized versions of OnBase regarding operating systems, regional settings, non-Unicode support, date formats, and currencies reporting bugs via software change requests.

- Successfully trained team members in translation team's translation and localization processes to improve productivity.
- Communicated with software developers and quality assurance representatives to ensure accurate localization of software.
- Evaluated translation and resizing software to improve processes resulting in higher quality, efficiency, and consistency.
- Designed help file publishing procedure for use by the translation team using FrameMaker and WebWorks.
- Resolved SDL Trados and WorldServer errors by independently troubleshooting or working with SDL Tech Support.

CLEVELAND ORCHESTRA (Area Temps), Cleveland, OH,   **4/2007 to 6/2007**
The Cleveland Orchestra is one of the renowned American orchestras.

Development Associate, Endowment and Planned Giving
Assisted the Director and Associate Director of Endowment and Planned Giving with endowment and deferred giving efforts.

- Processed all deferred and endowment gifts to ensure accurate recording and timely recognition of donor contributions.
- Drafted gift acknowledgment communications resulting in increased donor satisfaction and potential for future giving.
- Accurately tracked and processed mail responses and invoices.
- Translated interview of guest singer for the Plain Dealer from German to English.

EDUCATION | CERTIFICATIONS | TRAINING
MBA, Business Administration, International Management and Marketing, Otto-Von-Guericke University, Magdeburg, Germany
Master Thesis: Conjoint and discrete choice analysis as a method to reproduce preferential structures and purchasing decisions

UNIcert IV, Certificate for the English language specializing in economics and the general science language

Academic Exchange Program, Richmond Heights High School, Richmond Heights, OH

COMMUNITY INVOLVEMENT
2nd Vice President, **School Board**, German Language School Cleveland, Olmsted Falls, OH, **9/2016 to 9/2020**