

Francesca Iannaccio

Translator (EN, ES, PT > IT) and Translation Project Manager

Translation, proofreading, editing and transcreation services

Trieste, Italy

uk.linkedin.com/in/francescaiannaccio/

francesca.iannaccio@gmail.com

Mobile: (+39) 349 163 318

Skype: fran_ia

Member of AITI (Italian Translators and Interpreters Association), I work with SDL Trados Studio 2019 Freelance. I'm passionate about language and technology. I have experience working in house, remotely and in different roles in the translation/localisation industry, which gives me a deep understanding and a global perspective on projects. I'm also a PRINCE2 Practitioner, with a background in Online Marketing (SEO, PPC).

PROFESSIONAL EXPERIENCE

Self-Employed

Translator, Proofreader, Copywriter & Linguistic Consultant

Jul 2019 – present

- Website content, newsletter, general comms; e-commerce, product descriptions, beauty, fashion, hospitality, tourism, retail, luxury
- Marketing: emails, banners, landing pages, PPC ad copies, infographics, brochures, newsletters, blog content, SEO content, keywords
- Business: presentations, training materials, sales aids, CVs, job ads; E-learning
- IT: software, hardware, UI, comms
- Scientific: articles, manuals, website content; geography, homeopathy, general medical, natural remedies, environment, climate, biology

CQ Fluency, Hackensack, NJ, USA

Freelance Project Manager (contract, remote)

March 2021 – May 2022

- Manage E2E multiple short-term daily projects for medical insurance companies (highly time sensitive)
- Review client's requests and assess needs for additional information (glossaries, TMs, preferred terms). Deal with monthly and seasonal volume spikes. Ensure QA requirements and all compliance and confidentiality standards are met. Invoicing, financial reconciliation (for both clients and vendors)
- Train and support junior/seasonal staff; creating and maintaining documentation. Foster collaboration with colleagues across teams or time zones

The Hut Group/Language Connect, London, UK

Localisation Consultant and Freelance Project Manager (contract, remote)

Aug 2019 – Nov 2019

- Work as a member of the THG Translation Team and manage the localisation into 2 languages for an e-commerce website (1 million+ words per language)
- Recruit, coordinate, train, and brief linguists to work on this project; support and guide the QA team. Ensure that the project is completed by the required deadline; complete internal quality checks. Liaise with the client to ensure that the project is run smoothly and the translations meet their requirements
- Perform admin tasks and manage financials: issue POs, update Project Management system, update quotes

Career break to pursue personal interests

Feb 2019 – Jul 2019

After 7 years in London I decided to take a 6-month sabbatical to travel around South America and relocate to Italy. During this time, in addition to travelling and setting up all the practical things in Italy, I've volunteered as an Italian teacher to refugees (Penny Wirton, Trieste) and translator (TED talks, Translators Without Borders).

Imparta Ltd, London, UK (Sales and Marketing training company)

Translation/Localisation Manager

Mar 2015 – Jan 2019

- Point of contact and responsible for all the aspects of localization/translation of materials for sales and marketing training workshops (slides, printed materials, simulations, videos, websites, e-learning). Gather translation/localisation requirements, prepare quotes, manage budget and invoices, schedule projects, manage global rollouts, escalate issue impacting delivery. Report to cross-functional project teams on status, risks, challenges, and opportunities; build partnerships with multiple internal stakeholders; promote visibility and understanding of translation within the business; develop workflows and processes; be the Company's trusted advisor for all linguistic needs, support internal stakeholders in understanding localisation
- Quote, schedule, assign and deliver projects. Create guidelines, briefs, glossaries and templates for different teams; work closely with content designers to ensure all the content created is suitable for global clients; promote best practices
- Quality Assurance: ensure linguistic accuracy, adherence to project specs, correct look&feel, functionality
- Vendor Management and resourcing (internal and external), assessing performance, providing feedback, monitor capacity; Monitor capacity and workload: recruiting extra resources when needed; manage a team of 1-2 people: workload, appraisals, discipline, absence; brief, train and coach team members
- Troubleshoot technical issues with Trados or any other translation specific tool/software

Geotext Translations, London, UK (Translation Agency, now part of Lionbridge)

Translation Project Manager

Aug 2014 – Mar 2015

- Manage legal, financial, sworn, technical projects in virtually any linguistic combination with successful delivery of projects of up to 500,000 words; strict budget requirements, work with big teams of translators
- Assess priorities to ensure timely delivery of translations; manage extremely tight deadlines. Coordinate with the internal QA team to create and maintain glossaries and TMs; invoicing. Support QA team with linguistic queries and CAT tools use (Trados)
- Work across various time zones, cooperating with US based counterparts to deliver 24/7 service to clients

Locaria/Forward3D, London, UK (Translation department of an Online Marketing agency)

Localisation Team Lead (promoted)

Apr 2013 – Jul 2014

- Onboard staff, allocate resources, monitor workload, supervise junior PMs (appraisals, discipline, absences)
- Monitor cost, budget, and project margins; work with Finance to reconcile invoices, create P&L, forecasting. Handle queries and support requests from clients/staff; monitor and handle complaints. Supervise creation and maintenance of style guides, glossaries and TMs. Define processes and workflows
- Client/Account Management: receive requests, provide quotes and timelines, keep clients updated

Linguistics & Marketing Analyst

Jul 2012 – Apr 2013

- Translate, Proofread and/or QA materials when possible (Italian and Spanish)
- Style guide, briefing and glossary creation to ensure client style and tone of voice are followed. Contribute to glossary creation and development and manage the translation, review, and approval of new terms
- Work with internal Marketing teams to create multilingual PPC campaigns and SEO content in 25+ languages
- E2E translation Project Management (mainly marketing materials, e-commerce, and website localisation): receive project brief and files, gather localisation requirements, prepare files, select and brief vendors, develop and communicate translation schedules, monitor deadlines and budget, QA, delivery, process invoicing, update Translation Memories/glossaries

Pinnacle Internet Marketing Ltd, Cardiff, UK (Web Design and Online Marketing agency)

Website Technician and Linguistic Expert

Jan 2012 – Jul 2012

- Front-end website development, maintenance, and update of websites
- Content creation, copywriting, translation & review tasks (Italian, Spanish, English)

Self-Employed, Venice, Italy

Freelance Translator, Copywriter & Linguist Consultant

Jan 2008 – Dec 2011

- Translation/editing of scientific articles, website content, newsletter, general comms
- Copywriter for tourism and fashion, health and wellbeing, beauty, lifestyle, and gardening

EDUCATION

University of Trieste (Italy) <i>Advanced School of Modern Languages and Translators (SSLMIT)</i> 1st Class Honours – Master’s Degree in Translation	Oct 2008 – Dec 2010
University of Granada (Spain) 10-month Erasmus scholarship	Sep 2005 – Aug 2006
University of Bologna (Italy) <i>Advanced School of Modern Languages and Translators (SSLMIT)</i> 1st Class Honours – Bachelor’s Degree in Translation and Liaison Interpreting	Sep 2004 – Oct 2007
Liceo Classico Statale M. Foscarini - Venice (Italy) (Secondary School diploma in Classics)	Sep 1999 – Jun 2004

LANGUAGES

LANGUAGE COMBINATIONS

- Italian – native speaker
- English – C2 (Proficient)
- Spanish – C2 (Proficient)
- Portuguese – C1 (Proficient)
- French – A2 (Upper Elementary)
- English > Italian
- Spanish > Italian
- Brazilian Portuguese > Italian

I.T. SKILLS / CAT TOOLS

- Proficient user of the Microsoft Office Suite (Word, PowerPoint, Excel)
- CAT tools: SDL Trados, XTM, SDL Multiterm, Wordfast and MemoQ, X-bench, Olifant, Smartcat
- Project Management: MS Project, Trello, MS Teams
- WordPress, Dreamweaver, Fireworks, Photoshop CS5 – general knowledge
- HTML / CSS, HTML5 / CSS3, XML, basic knowledge of jQuery

MARKETING SKILLS

- **PPC & Adwords:** Google Adwords Fundamentals Exam May 2013
- **SEO:** Experience in translating/creating meta content and training freelancers so they can successfully create SEO meta content in the target language(s).
- **Google Analytics:** Basic knowledge of Analytics.

OTHER COURSES & CERTIFICATES

- Prince 2 Practitioner Nov 2017
- Google Adwords Fundamentals Exam May 2013
- CELPE-BRAS - Certificate of Proficiency in Portuguese for Foreigners Oct 2011
Brazilian Ministry of Education (MEC) - Level Avançado – Proficient (C1/C2)
- Web Design Course at Veneto Formazione S.R.L. (Treviso, Italy) Apr 2011 – Dec 2011
- DELE – Diploma of Spanish as a Foreign Language Sep 2008
Instituto Cervantes (Level C2 - Proficient)

SOME OF MY INTERESTS & ACTIVITIES

Yoga, drawing, teaching, reading, and writing

Available to take a short translation test

Available to travel / work onsite

References are available on request