

**Erika McGovern**  
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## **SUMMARY**

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- Strong leadership skills
- Self starter, well organized, detail oriented and have the ability to learn and adapt quickly
- Excellent problem solving, multitasking, and communication skills
- Able to work well in a team environment and successfully meet goals and objectives under tight deadlines
- Strong knowledge of Software Quality Assurance Life Cycle and Quality Assurance methodologies
- Experience working in international/multicultural environments
- Able to work under minimal supervision
- Bilingual (Brazilian Portuguese: native and English: fluent)
- Beginner Spanish, French, and Italian

## **EDUCATION & TRAINING**

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### **Software Project Management**

2008 UC Berkeley Extension Berkeley, CA, USA

### **ITIL v3 Foundation Certificate**

March 2008 Loyalist Certification Services Pleasanton, CA, USA

### **Project Management (Certificate awarded with Distinction)**

2004 – 2007 UC Berkeley Extension Berkeley, CA, USA

### **Social Communication – Journalism**

1998 – 2000 Faculdades Integradas Hélio Alonso Rio de Janeiro – Brazil

### **Business Administration**

1994 – 1997 Universidade Católica de Petrópolis Petrópolis – Brazil

## **PROFESSIONAL EXPERIENCE**

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### **Localizer/Translator/Tester**

**Self**

**05/1998 – Present**

#### Responsibilities/Skills:

- Technical translation, review, editing, and QA of technical and non-technical documents
- Localization of software interface, online help and documentation
- Onsite localization quality assurance
- Effectively manage teams from 1 to 6 outsourced translators
- Work in several projects at the same time, and effectively manage time in order to meet tight deadlines
- Great knowledge of localization tools and processes

- Vendor selection and outsourcing
- Progress reporting, communicating directly with the customers

A few of my customers:

**Explicon** – Kista, Sweden – 2004

Acting as a freelance project manager/lead translator, I successfully completed a large 350,000+ word project for a highly technical military product in less than 2 months. I worked with my own team of native Brazilian translators, supervising, assigning tasks, communicating and reporting to the customer about job progress. The project included existing glossary and database review, consistency check and editing, technical translation, FTP management and file preparation (around 400 files total) for assignment to the team of 6 freelance translators located in different parts of Brazil. Tasks included translation memory creation and management, DTP services, review and terminology check to ensure consistency, and final file conversions before delivery to the customer.

**Peregrine Systems (now HP)** – San Diego, CA – 1999 - 2003

Brazilian Portuguese localization of ServiceCenter 5.0 (several hundred thousand words). Project included glossary creation, translation and editing of interface, help files, documentation, Readme files, screenshots, as well as on-site software QA.

**XLSoft** – Irvine, CA – 2003 - present

Ongoing translation projects for Scanvec PhotoPrint, Flexi, and ColorProfiler, UI and user manuals, as well as several small cell phone games.

**Medialocate** – Monterey, CA – 2004 - present

Linguistic and Functionality QA/Testing for Cisco Systems' 7900 Series IP Phones, as well as Meeting Place (integrated voice, video and Web conferencing software). Voice-over for Microsoft website, as well as linguistic QA of several other technical and non-technical documents.

**Asia Translations** – Taiwan – 2005 - present

Ongoing translation projects for a series of desktop board technical manuals for Intel Corporation.

**Lionbridge** – Worldwide – 2005

Linguistic and functional QA/Testing for GoldMine 7.0 Product Suite and ITSM in Brazilian Portuguese.

**Bowne Global Solutions (now Lionbridge)** – Worldwide – 1998 - 2000

In-house localizer working on several projects. Tasks included software, HTML help, and Web pages translation and editing for several clients/products including: Microsoft (Office 2000, Windows 2000, NetMeeting, MDAC, EULAs, PhotoDraw 2000), MGI (PhotoSuite II e III, VideoWave II), Novell (Orion, Border Manager 3.5), Lotus (Notes 5 – Courseware), Tripod Web site, Attachmate (InfoConnect Millennium Edition II), Corel (Print Office 2000) and others

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**Quality Assurance Engineer      FrontRange Solutions      11/2005 – 08/2008**

Responsibilities:

- Responsible for writing and executing test cases for ITSM (IT Service Management) based on Product Requirements and Technical Specifications

- Set up test environments
- Work closely with Development, Product Management and Customer Support to revise testing strategies and test cases, and to troubleshoot issues
- Track outstanding issues, log new issues, and verify/close issues
- Work with virtualization software solutions (VM Ware and Virtual PC)
- Linguistic and functional QA/Testing for GoldMine 7.0 Product Suite and ITSM in Brazilian Portuguese
- Functional testing for ITSM in French
- Act as a second level support in order to reproduce customer issues, perform root cause analysis, and create Use Cases based on customer experience
- Mentor other QA Engineers and create “How To” documents

## **TECHNICAL SKILLS**

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**Software:** VM Ware, Virtual PC, SDLX, Trados Translator’s Workbench, Trados MultiTerm, T-Window for PowerPoint, Helium, Visual Source Safe, RoboHelp Office, Passolo, Alchemy Catalyst, Microsoft Raid, HomeSite, LocStudio, MS Project, QuickTest Professional 9.5, FrontRange GoldMine, FrontRange IT Service Management, Lotus Notes 5.2/5.4, VMWare 5.0, Virtual PC, Symantec Ghost 8.0, Microsoft Office 2000+, WS\_FTP Pro

**Operating Systems:** Windows Vista, Windows XP Pro, Windows 2003 Server, Mac

**RDBMS:** basic knowledge of MSSQL 2000/2005, Oracle 9i/10g, and DB2 8/9

**Languages:** basic knowledge of XML and HTML