

S. MITCHELL DONALDSON

Consistency x Ownership x Quality

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☑ SIGNATURE STRENGTHS

Project / Team Leadership
Client / Vendor Relations
Cost Control

Scheduling / Delegation
Technical Troubleshooting
Quality Assurance

Harmonizing
Persuasive Writing
Meticulous

🌐 FOREIGN LANGUAGES

French •••••
Mandarin Chinese •••••
Spanish •••••

🔗 TECHNOLOGY

Microsoft Office Suite •••••
Microsoft Project •••••
SDL Trados/Passolo •••••

🔗 PROFESSIONAL EXPERIENCE

Translation Project Manager

1/18 – 3/19

CEBOS (a division of QAD), Farmington Hills, MI

Quality management system software company targeting the manufacturing sector

- Performed due diligence of domestic and overseas QAD stakeholders and vendors to analyze CEBOS' translation and localization processes to strategize and initiate a new and improved strategy to localize the division's quality management system software into 12 languages
- Identified and resolved root causes of translation issues by building a team of in-country reviewers (ICRs), completing a multi-language glossary, reducing errors and inconsistencies, and effectuating a revision and rewrite of English language software interface content to improve consistency and translatability
- Provided language interpretation support during international sales calls as well as visited ICRs in three countries (China, Mexico, and France) to lead meetings in each country's official language to resolve issues associated with context and terminology, and facilitated client meetings and training sessions in China

Project Manager

5/15 – 4/17

WELOCALIZE, Chicago, IL

Global translation and localization entity providing expertise to Fortune 500 companies

- Recruited specifically to take ownership of managing concurrent projects involving up to 30+ languages for one of the Company's highest profile, globally recognized motorcycle manufacturing clients
- Planned, executed, tracked, delivered and closed multiple projects through tactical management of translation and localization specialists, desktop publishers and reviewers while supporting Enterprise Program Management
- Facilitated strong collaborative working relationships with client contacts, vendors and partners; validated project requirements, created workflow processes and directly managed expectations, timelines and costs
- Maximized team output across global time zones through scrum activities, responsive communications, and keen technical troubleshooting skills, minimizing roadblocks to completion
- Maintained project quality through use of JIRA; ensured full adherence to client's strict standards and Service Level Agreements (SLAs); concurrently ensured that Standard Operating Procedures (SOPs) were fully updated in accordance with company guidelines

Project Manager

1/12 – 5/15

INTERPRO TRANSLATION SOLUTIONS, Lisle, IL

Multi-language, multi-platform expert technical translation services company

- Served as project lead for localization and translation projects by liaising with sales, desktop publishing, and engineering resources to scope projects, determine delivery schedules and establish process flows; additionally learned Articulate to serve as in-house SME and trainer to localize elearning content
- Supported worldwide translation teams by resolving questions related to source materials, target language and technical issues, and translation tools
- Coordinated QA activities to ensure integrity of client deliverables; resolved roadblocks impacting successful and on-time delivery of projects

Business Development Manager

11/10 – 1/12

INTERNATIONAL COMMUNICATION BY DESIGN, INC., Brookfield, WI

Language translation and localization service provider engaging global audiences

- Wrote proposals, presentations, and magazine articles that promoted company services
- Led sales calls and provided translation and localization consulting (with special emphasis on advising clients entering the Chinese market) and secured new clients based on consultative meetings and trade show contacts
- Performed desktop publishing QA and proofread multiple language projects

Database Manager - Contract

6/08 - 8/08 and 5/10 - 7/10

SPORTSMARK MANAGEMENT GROUP, LTD., San Rafael, CA

Premier sports marketing, event management and hospitality company serving corporate clients attending global competitions

- Recruited to coordinate database management of 500+ Chinese-speaking guests attending the 2008 Summer Olympics in Beijing, China and the 2010 World Cup in Johannesburg, South Africa
- Updated proprietary database, completed quality control analysis, provided report design expertise to software development team, and verified accuracy of operational reports for distribution to hospitality team members
- Collaborated with client senior management to manage onsite change processes in both Beijing and Johannesburg

Patent Paralegal

2/07 - 4/10

BARNES & THORNBURG, LLP, Chicago, IL

Leading Midwest based multi-practice law firm with offices nationwide

- Promoted from Patent Assistant to Patent Paralegal role within first 3 months of hire to focus on assisting attorneys in filing biotechnology patent applications
- Researched and created charts of patent families and drafted complex documents required for U.S. and foreign biotechnology patent applications and electronically filed responses to USPTO Office Actions
- Liaised with and drafted correspondence to clients and foreign associates, monitored attorney docket, and coordinated payment of patent annuities and maintenance fees

EDUCATION**Online Certificate in Localization: "Customizing Software for the World"**

University of Washington, Seattle, WA

*Focus on Localization Engineering and Project Management***Paralegal Certificate**

Roosevelt University, Chicago, IL

*Focus on Legal Research and Writing***Bachelor of Arts, East Asian Languages and Literatures (Mandarin Chinese)**

Indiana University, Bloomington, IN

Minors: French and Linguistics