**Bilge Girgin**

# San Jose, CA | (510) 356-8203 | bilge.girgin@gmail.com

# Education:

* **Masters of Arts and Bachelor of Arts (Lisans Diploma) Combination in History Education**. Marmara University, Istanbul Turkey, 2008
* **Bachelor of Arts (Lisans Diploma) in Public Administration and Political Science**. Uludag University, Bursa, Turkey, 2000.

# Professional Experience:

**eTeam, Inc./Facebook: Developer Operations Analyst Menlo Park, CA 2018 - 2018**

* Reviewing and monitoring apps from web and mobile developers to pinpoint policy violations
* Manage/prioritize high-volume queues within the identified team SLAs across numerous products
* Facilitate global communication across business and engineering parties to alleviate developer issues and troubleshoot technical issues for Web, Android and iOS platforms.
* Provide developers a simplified guide to submit applications for review that include examples of specific criteria required for requested permissions
* Work with third-party developers to troubleshoot issues and bugs

# Vaco/Google: Content Analyst Search Ads/CCR Sunnyvale, CA 2018 - 2018

* Extract content per the guidelines shared, which are servable over Google’s ad network
* Ensure logical and meaningful extraction of URL content along with 100% SLA adherence
* Prepare and implement action plans to drive process improvements
* Deliver high quality of extraction consistently and ensure process compliance
* Develop domain expertise and work like an SME
* Perform high quality RCAs to identify the root causes of repeating/high severity issues
* Provide excellent customer service by exceeding customers’ expectations

# Vaco/YouTube: Online Operations Associate/SMS San Jose, CA 2017 - 2018

* Determine eligibility of videos for YouTube’s Partner Program
* Review videos containing graphic, controversial, and offensive content per YouTube’s Community Guidelines
* Train new hires on the guidelines of the YouTube Monetization Policy
* Provide Policy QA result metrics for team dashboard
* Support and communicate with YouTube partners regards monetization of videos
* Address and resolve YouTube partner questions about their channels
* Consult product cases and determine YouTube Analytics data

# Wish.com: QA & Turkish Linguist

# San Francisco, CA 2015 - 2017

* Translating text content of website and all company apps
* Responding to user reviews and providing technical support for customers
* Escalating common issues to management and discussing appropriate responses and solutions

# Anzu Global/Google: Turkish Speech Evaluator & QA

# Mountain View, CA 2014-2015

* Focused on QA and speech evaluation for Android
* Proof-reading script sentences for Turkish
* Editing script sentences to maximize
* Labeling text with language annotations
* Testing voice queries in target language on the Android voice recognition platform
* Meeting with team and defining processes for sub-projects, such as logging of system bugs

# Zerochaos/Ask.com: Localization Specialist (Turkey) & QA

 **Oakland, CA 2011-2014**

* Evaluating Ask.com’s site experience in TUrkish and making recommendations for improvements
* Conducting marketing research to help inform business and product development efforts
* Contributing to process improvements for localization
* Helping to translate marketing materials and to localize UIs

# Z-Axis Technologies/Cisco Systems: Quality Specialist/Turkish Linguist

# Milpitas, CA 2012-2014

* Perform linguistic reviews for an average of 25 localization projects per week, many to be done within 24-72 hours
* Work closely with customers and technical personnel to develop and maintain strict standards for consistency
* Participate and assist in Language Acceptance Testing (LAT) group sessions
* Writing test scripts and defining parameters for test content
* Checking and resolving bugs logged via tools such as JIRA
* Preparing and sending audits for vendors
* Assisting the project manager

# iParadigms, LLC: Turkish Translations Consultant

# Oakland, CA 2011-2014

* Perform in-house English-to-Turkish translations for all software and marketing/user interface websites
* Perform all QA language functions for target language translations

# Ege Art Theater: Manager of Public Relations

# Izmir, Turkey 2000-2001

* Managed all press releases and other media communications for private theater group
* Performed all venue bookings for performances
* Arranged all transportation, housing, and technical performance logistics for group

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# Technical Skills:

 Microsoft Office Macintosh OS X Google Documents JIRA

 Trados SDLX Passolo TMS