**Priyanjana Roy**

**Native Language: Bengali, Hindi**

**Translation service: English < > Bengali,**

**English < >Hindi**

**Phone no: 917044159269**

**Email:** **priyanjanaair@gmail.com**

**Career Objective:**

To work in an environment which is innovative, challenging and rewarding and which offers a profound knowledge base to enhance my talent, exposure and zeal of learning.

**SUMMARY:**

In depth knowledge in translation and localization industry, client handling and team management.

Also Strong knowledge of BPO & IT industry and its technology. Strong experience in voice and non-voice based support work.

**Work Experience:**

# WORKING EXPERIENCE:

**January 2014 - Present: Freelance English Translator**

Actively working for many translation agencies and direct clients based in Thailand, United States, South Korea, Italy, Brazil, India, and so on

|  |  |
| --- | --- |
| Domain | Details |
| Legal: contracts, laws, taxation, and others | * Standard Purchase Agreement * Hotel Consultancy Services Agreement * Subcontract Agreement for Manpower Services * Service Agreement To Provide Phlebotomy Services * Service Agreement To Provide MRI Services * Condominium Lease Agreement * Trademark License Agreement * General Terms And Conditions Of Sale and Maintenance Services * End-user Terms And Conditions * Production Purchasing Global Terms And Conditions (≈19k words) * Prenuptial Agreement * Shareholder Agreement * Master Agreement on the Arrangement Of Travel Services * General Conditions Of Purchase * Memorandum and Articles of Association * Distributorship Agreement * Repair Service Agreement * Appearance Release * Location Release * Materials Release * Decree of Divorce * Interim Judgment * Consent Order for Hearing * Power of Attorney * Affidavit * Philippines’ Act Regulating the Practice of Real Estate Service in the Philippines * Declaration of Contract Committee regarding the Condominium and * Internal Revenue Code: Federal Tax Liens * Internal Revenue Code: Levy and Sale * And more… |
| Official documents | * Marriage Licenses/Certificates * Certificates of Naturalization * Transcripts * Disciplinary Codes |
| Insurance | - Property Damage Insurance Policy (≈19k words) |
| Medical | * Patient Education Material   + For a clinical trial related to atherosclerosis   + Technical Field Evaluation of a Prototype Device for Automated Malaria Microscopy   + A study to compare a new malaria medicine with the existing |
| Subtitling | * Have worked on few translation projects which include translating Satyajit Ray’s “Charulata” from Bengali to English. * Also have translated a documentary “Made in LA” from English to Bengali. |

**TOOLS:**

MSOFFICE

ADOBE ACROBAT

ADOBE PHOTOSHOP

**CAT TOOLS**

SDL TRADOS

WORDBEE

WORDFAST

HELIUM

**QA TOOLS**

PHOENIX

LTB

**TASKS:**

Translation

Transcription

Interpretation

Trans creation

Subtitling

DTP

Typesetting

**Deluxe Digital Studios (Bangalore)**

**July 2011 – December 2014**

**Translator Helpdesk Coordinator**

Responsible for processing tickets raised by Freelancers and Translators. Need to assess the issues mentioned in the ticket, trouble-shoot and provides a solution to resolve the issue or a work-around to the translators/ freelancers so that their deadline is not compromised if the issue takes a long time to resolve.

Duties:

* Provide technical support for In House software issues via email/ remote support software to more than 2000+ translators worldwide.
* Promptly responding to Translator’s Support Requests within SLA and resolving the issue so that there is no impact on production.
* Immediate escalation of bugs reported by translators to concerned programmers
* Research bugs found in the software and replicate them.
* Preparing report of all bugs found and submitting them.
* Updating the Knowledge base on regular basis.
* Remote troubleshooting for time critical translator assignments.
* Providing videos to the translators or freelancers in case of emergency.
* Also providing support during high profile projects.
* Providing technical support to the Clients and Client territories.

**Additional Responsibilities:**

**Handled the Archiving Department**

Also entrusted the task of handling Archiving work for different clients. Responsible for smooth transition of a project from Tech team to Archiving team. Also getting trained and simultaneously completing the project in order to meet the tight deadlines of the clients like Disney, Sony, Universal and MGM. Handling a team of 12 members and assigning the daily work to them and then getting it completed on time. Then checking their work and compiling and sending the same to the client with margin of zero error. Interacting with clients such as Disney, Fox, Sony, Universal to name a few and on shore counterparts.

Also responsible for handing over the project to the core team which included training the new hires of that department, assigning work, monitoring their work and also getting them completed before the deadline. I was leading this project from the start until the project was handed over to the core team successfully. Handled this team for more than a year.

**Translation:**

**Have worked on few translation projects which include translating Satyajit Ray’s “Charulata” from Bengali to English.**

**Also have translated a documentary “Made in LA” from English to Bengali.**

**I have also worked on different process including Proofreading, Simulation Quality Control, Correlation and Rematch on different episodic and movies.**

**Skill and Expertise:**

* **Editorial (subtitling)**
* **Proofreading**
* **Image Quality Control**
* **Simulation Quality Control**
* **Positioning**
* **Quality Control**

**First source Ltd (Bangalore)**

**June 2010 - July 2011**

**Technical Support Engineer (L2)**

**Client : IYOGI**

**Process: IYOGI Technical Support.**

**Job Profile:**

* Providing Remote Technical Support to end user over the phone by providing complete resolution.
* Maintaining all the parameters and also achieving the customer satisfaction.
* Following up with the end user for complete resolution.
* Being the part of the pilot batch helping in setting up the process.

**Achievements:**

* Gained customer confidence in quick issues resolution.
* Received Appreciation from customer for the extra effort put in the process

**Accenture Technologies (Bangalore)**

**August 2007 – October 2009**

**IT Analyst**

* Worked as a part of the L2, Retail system support team for BestBuy, US.  
  The team was based out of Bangalore, India & Minneapolis, US.
* Worked on managing various retail systems, application support, managing the store retail servers, wireless network system, etc.

**Wipro BPO (Kolkata)**

**Sep 2006 - June 2007**

**Technical Support Engineer**

**Client : HP**

**Process: HP Technical Support.**

**Job Profile:**

* Providing Remote Technical Support to end user over the phone by providing complete resolution.
* Complete daily tracking, including end of day course evaluations.
* Focusing on complete customer Satisfaction.
* Participating in creation of Technical documents and Process flow charts.
* Maintaining a quality on the call to provide better support.
* Taking Escalation on the floor and provide the end user with complete resolution.
* Handling new joiners, helping them with product knowledge

**Achievements:**

* Consistent performance as Technical Support Executives.
* Have been rewarded for getting Complete Customer Satisfaction.

#### Honors & Awards:

**Oscar Awarded for Biggest Jump in the Year 2012**

This award is presented for consistently delivering good quality files above the expected bench mark on being given additional responsibilities and showcasing the essential characteristics of speed, efficiency and a good knowledge of various processes which are important to deliver high quality files.

**ACADEMIC PROFILE:**

|  |  |  |
| --- | --- | --- |
| **Institution** | **Degree** | **Status and year of passing** |
| St Helen School | ICSE and ISCE (Class 10th and 12th) | 2002 and 2004 |
|  |  |  |
| Calcutta University | Bachelor of Commerce | 2007 |
|  |  |  |

**Personal Information:**

**Date of Birth** : 30-05-1987

**Languages Known**

**(Read, Write and Speak)** : English, Hindi and Bengali

**Permanent Address**  : Uttarpara, West Bengal, India

**DECLARATION:**

I hereby declare that the information given above is correct to the best of my knowledge and belief.

**(Priyanjana Roy)**