


WILLIAM HAUGLAND

Norwegian Language Professional

Norwegian Native with more than 7 years of experience in Quality Assurance & language specific assignments. Highly skilled in QA processes, leadership, troubleshooting and creative thinking. Knowledge in QA Automation and programming.

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 [LinkedIn profile](#)

LANGUAGE

Norwegian: ●●●●● (native)

English: ●●●●● (bilingual)

Swedish: ●●●○ (intermediate)

French: ●○○○○ (basic)

German: ●○○○○ (basic)

SOFT SKILLS

Leadership

Teamwork

Creativity

Adaptability

Time management

Project management

Problem solving

Customer service

Cultural sensitivity

EXPERIENCE

Remote Language Specialist (Norwegian) – AUTO ENTREPRENEUR

Fréjus, France – February 2022 to present

Description: Freelance Language Specialist working with several clients doing Translation, Transcription, and Quality Assurance for the Norwegian language.

- Clients: Welocalize, Telus, Intel, Appen.
- Fields: Video Games/Software, Marketing, Banking, Health Care.

Senior LQA Lead – AMBER

Montreal, Canada – September 2020 to February 2022

Tech/Tools: JIRA, Google Suite, Microsoft Office Suite, Slack

Description: Senior Localization Lead for video games.

Key deliverables:

- Led, mentored, and trained multiple testers helping in their professional development and promotion.
- Coordinated and implemented test procedures for Localization testing in video games.
- Prepared and submitted test finding reports to design and management teams on a regular basis.

Norwegian QA Analyst – CERENCE

Montreal, Canada – March 2019 to April 2020

Tech/Tools: JIRA, Gitlab, Tortoise SVN, Microsoft Office Suite, Jenkins

Description: QA Analyst for Automotive AI Voice recognition.

Key deliverables:

- QA Analyst for Norwegian language in Automotive AI Voice Recognition Software.
- Preparation of test plans, test cases, test scripts, and test reports in regards to automation testing.
- Internal training of new hires.

LQA / FQA Lead - GLOBALSTEP

Montreal, Canada – June 2017 to March 2019

Tech/Tools: JIRA, Helix, MOS, TRtool, TestRail, LocDirect.

Description: FQA & LQA Lead for video games.

Platforms: PC, PS4, XBI, Android, iOS, VA.

Key deliverables:

- Led, mentored, and trained multiple testers helping in their professional development and promotion.
- Coordinated and implemented test procedures for Functionality/Localization testing in video games.
- Worked with translations and Quality Assurance in Norwegian/English.

Senior Tester - GLOBALSTEP

Montreal, Canada – February 2016 to June 2017

Tech/Tools: Jira, Redmine, MOS, TRtool, Bloomberg

Description: FQA & LQA Tester for video games, onsite/offsite.

Analytic thinking

Initiative

Self-Motivated

Flexible

Strong Written and Verbal
Communication

SKILLS

Translation

Proofreading

Test Plans, & Processes

Defect/Bug Tracking

Scripting & Documentation

Test Result Analysis

Test Case Documentation

Test Progress and Result Tracking

Identifying Areas of Improvement

Thorough Understanding of Software

Development Life Cycles

Working Closely with Development and
Product Teams

PROGRAMMING

Python: ●●●○○

C#: ●●○○○

C++: ●●○○○

HTML: ●●○○○

SQL: ●●○○○

SOFTWARES

MS Office Suite

Google Workspace

JIRA

MemoQ

Confluence

Adobe Photoshop

TestRail

3Ds Max

Unreal Engine

Unity Engine

Zbrush

Platforms: PC, PS4, XB1, Android, iOS.

Key deliverables:

- Conducted game tests to determine long-term functionality.
- Identified glitches freezes and errors in a variety of games.
- Assured the quality of the Norwegian Localization in several titles.
- Identified and reported character flaws and graphic gaps.
- Prepared and submitted test finding reports to design and management teams on a regular basis.

Customer Relations Agent / ODIN SYSTEMS AS

Bergen, Norway – October 2013 to December 2014

Tech/Tools: MOS, MySQL, WordPress, DevTrack

Description: Assessed all customer concerns, issues, and discrepancies about company systems.

Key deliverables:

- Received callers providing exceptional listening skills to determine the nature of their call in order to clearly and precisely address their inquiries in a professional manner.
- Solved system problems with tactful options, resolving all issues and complaints.

Customer Service Representative / GOOGLE

Dublin, Ireland – From October 2012 to June 2013

Key deliverables:

- Google AdWords support for Norwegian and UK market.
- Marketing strategy advising to clients.
- Complete resolution on any queries and follow-up.

Help Desk Specialist / IBM IRELAND

Dublin, Ireland – From March 2011 to June 2012

Description: Provided tier I contact and incident resolution to customers with hardware, software, and application issues.

EDUCATION

INTER-DEC COLLEGE

Montreal, Canada - From January 2015 to December 2015

- AEC in video games.
- Subjects: 3D Animation, Texturing, 3D Modeling, Game Engine, Cinematic, Digital Drawing.

WESTERN NORWAY UNIVERSITY OF APPLIED SCIENCES

Bergen, Norway - From August 2008 to June 2011

- Electrical Engineering - ISCED 5.
- Computer Engineering - ISCED 5.

ASKØY UPPER SECONDARY SCHOOL

Askøy, Norway - From January 2004 to December 2007

- General Studies - ISCED 4.