



Yunsheng ZHANG

Aviation Manufacturing Customer Mgt
Freelancing Translator

Profile

- Native Chinese speaker with proficiency in English and A1 level on French and German
- Post-graduation from a prestigious university in the UK with a broaden horizon and academic capacity
- Career started in one of the world-leading aviation players as linguist and realized professional transition to technical domain
- Freelancing translator with membership in industrial association and work with international and domestic agencies
- Life experience in ten European countries cumulatively for five years with intercultural insights

Education

MA in Translation Studies

University of Manchester, the UK
09/2006 - 07/2007

BA in English Language

Tianjin Foreign Studies University, China
09/2001 - 07/2005

Freelance References

Ms. Karolina Janas

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Tianjin, China (GMT+8)



Full-time Experience

Customer Acceptance Management

Airbus Tianjin Final Assembly Ltd.

11/2018 – Present

- Ensure the readiness of zone to be presented to on-site customers, lead the customer presentations in the time of aircraft final assembly, detect and resolve potential non-conformity issues on product quality.
- Work with customer acceptance team to perform aircraft ground checks during the 3-day delivery phase, ensure all findings reworked on time and on customer's satisfaction.
- Provide aviation consulting and support for aircraft owners and operators such as airlines, aviation leasing entities and financing institutions, on behalf of which to monitor manufacturing quality of their aircraft.
- Collect and summarize various data and KPIs, formulate the monthly quality report and present to top managements, provide feedback to involved teams and fulfill the continuous improvement on quality.
- Act as one of the nationwide representatives of Customer Acceptance and Delivery process owner in the headquarter, follow up multiple issues and innovative concepts within this process and contribute to the implementations.
- Organize the yearly Customer Info Session in Airbus China in terms of topic selection, guest invitation, agenda confirmation, video teleconference with presenters in Europe, and offer consecutive interpretation. It is the principal company level event that involves customers that are operating Airbus aircraft within China.

Leader of Customer Experience and Ferry Flight Management

Airbus Tianjin Delivery Center Ltd.

11/2008 – 11/2018

- Take the position at the stage of company's establishment, complete three-month on-job training in Europe, draft out the local procedure and regulations by working with multiple departments, internal and external suppliers and counterparts in the headquarter.
- Follow up the aircraft production and delivery planning, offer all-round administrative services for customer ranging from entry clearance, transportation and office allocations to hospitalities and ceremonial events.
- Fulfill the ferry flight from Airbus Delivery Centre to customers' destination in respect of cargo loading, in-flight catering, crew and passenger manifest, customs clearance, and security and safety check.

Technical Linguists

Airbus China Beijing Representative Office

11/2008 – 11/2018

- Implement the translation for all kinds of aviation field related materials between English and Chinese including but not limited to engineering, production, safety, airworthiness, test flight, training, marketing and sales.
- Provide the consecutive English-Chinese interpretation service individually or with team members for all business scenarios like workshops, meetings, events, banquets or trainings.



Freelancing Experience

English-Chinese Translator

09/2007 – Present

- CATTI - II in English-Chinese Translation.
- Test for English Majors (TEM) Band 8.
- Membership of Translation Association of China (TAC) No. P234262.
- More than 5-million-source words experience since 2007 in several specialties.
- Professional working relationship with well-known translation companies mainly in the UK, Singapore, India and China.
- CAT tools: Trados, MemoQ.