Akram Ghozlan



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**Summary**

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**Akram Ghozlan** is a Learning Technologist, Digital Instructional Designer and a Professional Translator with over 8 years of experience in the IT industry. He has a bachelor’s degree in Computer Engineering from Al-Azhar University and a strong background in designing and building course material, managing digital resources, and developing digital solutions. Akram has worked with organizations such as GEMS Education, where he played a key role in coordinating, planning, and implementing dual-language digital platforms and applications. He has also designed and built course material in both Arabic and English, ensuring the compatibility of digital platforms with the Arabic language. Additionally, he has expertise in developing and managing online websites and ensuring the quality of the content in both Arabic and English. Akram is fluent in Arabic and English and has experience supporting, training, and guiding stakeholders on the use of digital services applications to maximize their learning experience.

Akram is also a Professional Translator with 8 years of experience in English and Arabic translation. Specialized in technical, IT, software marketing, academic, telecommunication, engineering and diverse content. Known for delivering accurate and culturally relevant translations, both independently and within a team. Proficient in translation software for efficiency and consistency.

Strong reputation for high-quality service.

# **Experience**

**A picture containing text  Description automatically generated** **Project Manager & Senior Arabic Translator**

## Mirai Partners

Feb 2022 - Present (2 years)

* Quality assurance and translation of all digital learning materials to ensure accurate and precise content and alignment with internal educational language. i.e. language consistency and unified terminology in both English and Arabic
* Creating engaging learning activities and compelling course content on Articulate Rise and Storyline 360
* Works with program managers, trainers, and the field to maintain existing E-learning modules
* Translating IT, technical, educational, commercial and scientific content
* Determine and define project scope and objectives
* Predict resources needed to reach objectives and manage resources in an effective and efficient manner
* Prepare budget based on scope of work and resource requirements
* Track project costs in order to meet budget
* Develop and manage a detailed project schedule and work plan
* Provide project updates on a consistent basis to various stakeholders about strategy, adjustments, and progress
* Manage contracts with vendors and suppliers by assigning tasks and communicating expected deliverables
* Utilize industry best practices, techniques, and standards throughout entire project execution
* Monitor progress and effect adjustments as needed

**IT Manager & Senior Arabic Translator**

**GEMS Education**

Mar 2019 - Sep 2022 (3 years 7 months)

* Creating engaging learning activities and compelling course content on Rise Articulate and Storyline 360
* Coordinate, plan and implement network and TELLAL Institute (part of GEMS Education) content security measures
* Working with subject matter experts and identifying target audience’s training needs
* Visualise instructional graphics, the user interface and the finished product
* Applying tested instructional design theories, practice and methods
* Works with multi-media developers to translate design requirements into functional learning modules
* Works with program managers, trainers, and the field to maintain existing E-learning modules
* Provide exercises and activities that enhance the learning process
* Provide project updates on a consistent basis to various stakeholders about strategy, adjustments, and progress
* Monitor progress and make adjustments as needed
* Measure project performance to identify areas for improvement
* Troubleshoot, diagnose, and resolve hardware, software, and network problems
* Be responsible for managing relationships with technology partners for the configuration and ongoing

development and maintenance of technology infrastructure

* Liaise and work closely with GEMS IT on the implementation of our dual language digital platforms/ applications and developing use case studies for any new systems/applications
* Coordinate with TELLAL staff to respond to end user issues as they appear
* Have insight and overview of all digital resources (both in Arabic & English) and environments in order to assess

the impact of individual staff requests on the global system infrastructure

* Managing data analytics for reporting purposes in Arabic and English
* Act as a technical advisory for all IT related matters including current used systems and develop use case studies

for any new systems in relation to GEMS’s specific learning approach

* Coordinate with other team members who have responsibilities for one or more aspects of the TELLAL digital ecosystem
* Support, train, and guide stakeholders, both in Arabic and English, on the use of our digital services applications to familiarise them on the system and maximize their learning experience
* Design and build course material, in both Arabic and English, ensuring the compatibility of our digital platforms

with Arabic language

* Translate, Arabise and quality assure digital learning materials to ensure accurate and precise Arabic language content and alignment with GEMS’s internal educational language. i.e., language consistency and unified terminology
* Translating IT, technical, educational, commercial and scientific content
* Overseeing, translating, planning, and managing for the TELLAL’s new online website
* Localization and translation for GEMS website; ensuring accuracy and cultural relevance in all translations
* Localization of the avatar-based simulation game used for education purposes
* Translating all types of official certificates issued by GEMS Education
* Maintain the quality of the Arabic content, and translation if required on the website and guarantee alignment

with the English content, e.g., marketing material, news, videos, updates, etc.

* Translating and editing financial and banking documents
* Translating and subtitling all educational learning videos

**** **Freelance Translator**

## Self-Employment

2015 - Present (8 years)

* Provided professional translation services for various clients in both English and Arabic
* Translating IT, technical, medical, commercial, scientific and literary works/ documents
* Translating and editing user manuals and documentation
* Localization and website translation
* Translating and editing civil, military, official, legal and commercial documents as well as human rights materials
* Translating and editing financial and banking projects and documents
* Translating several types of official certificates issued by institutes and governmental authorities
* Localization and website translation; ensuring accuracy and cultural relevance in all translations
* Managed translation projects and collaborated with a team of translators when necessary
* Proficiently utilize various translation CAT tools such as SDL Trados, Subtitle Edit, Memsource, MemoQ, Smartcat, Lokalise, Plunet, DeepL, and Systran Translate PRO, alongside adeptness in Adobe products.
* Built a reputation for delivering high-quality translation services to clients in different industries
* Leveraged translation softwares and tools to enhance efficiency and maintain consistency in translations
* Managed complex translation projects independently and collaborated with a network of freelance translators on larger assignments, effectively meeting client expectations and deadlines
* Diverse background combines analytical engineering expertise with linguistic precision, facilitating culturally nuanced translations across multiple sectors
* Translating technical and marketing material for leading telecommunication and IT companies using standard translation tools including TRADOS Workbench
* Certified from the American University in Cairo (AUC) in "Translation and interpretation Foundations"
* Certified from the Arab School of Translations & Misr Public Library in "Translation Skills"
* Certified from RWS in "Machine Translation Post-Editing (MTPE)"

**** **Network Engineer**

## Vodafone

Jan 2018 - Mar 2020 (2 years 3 months)

Plan, design and test the components of a communication system’s infrastructure, including the following among others:

* Clustering Solutions
* DHCP Servers
* DNS Servers
* Firewalls
* Gateways
* Routers
* Switches

** Network Administrator**

## El Asher for Projects - ElNada

Aug 2013 - Feb 2017 (3 years 7 months)

* Install and integrate new server hardware and applications
* Set up user accounts, permissions, and passwords
* Resolve problems reported by end user
* Research and make recommendations on server system administration
* Setup cell phones/tablets for end users with apps and email
* Installation of software and updates
* Setup of PCs (Windows)

# **Education**

## Logo Description automatically generated Al-Azhar University

**Bachelor's degree, Computer Engineering**

2007 – 2013

## The American University in Cairo - YouTube The American University in Cairo

**Foundation Diploma in Translation and Interpreting**

2013 - 2014

# **Skills**

* Infrastructure
* Network Engineering
* Network Security
* IT Operations
* IT Operations Management
* Instrumentation
* Instructional Design
* Content Management
* Digital Production
* Content Creation
* Translation
* Localization
* Transcription
* Subtitling
* SDL Trados, Phrase, Plunet, memoQ, Subtitle Edit