**Dhrubajyoti Choudhury**

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**Summary**

Working as an Assamese Language Freelancer and Voiceover Artist for various freelancing portals in Social Media, Academics, Medical, Technical, Legal and eLearning domains with 5+ years of experience in Assamese localization, proofreading and voice over

Worked as a Manager in an e-Commerce industry with an experience of 14+ years in areas of Localization & Translation /Operations & Business Development / Customer Relationship Management & Digital Marketing

**Specialities**

* Assamese translation & Proofreading
* Assamese language Voiceover
* German language translation
* Excellent communication skills
* Team handling
* Multi-tasking ability & result oriented approach
* Negotiating & problem-solving skills
* Strategic planning & implementation

**Career Accomplishments**

**Self Employed, Guwahati, India (Aug’18 till date)**

**Assamese & German translator cum voiceover Artist (Indian & Global clients)**

* Working as an Assamese freelancer through multiple freelancing portals for several Indian and Global clients in terms of providing translation, proofreading and voiceover services for the growth of their Business.
* Maintaining the Assamese social media content for various Clients
* Doing proofreading and linguistic evaluation of Assamese translation assignments
* Have worked for an UK firm “Protection Group International Ltd.” (PGI) as an Assamese translator

**Nearr, Guwahati, Assam, India (Mar’18 – Aug’18)**

**Ops Manager (e-Commerce Start Up)**

* Responsible for the Operations lead of a 30-member team and for delivery & meeting of overall operational goals.
* Translating the Market Research polls from English to Assamese language
* Identifying and managing organizational changes needed in CMS tool to meet e-Commerce goals by creating brand awareness through various e-Commerce sites and associated marketing tools
* Timely coaching to Account Managers and TL’s as how to handle critical people issues
* Coordinating with Development team in terms of technical issues via JIRA tool and implementing new features on the website.
* Highlighting mission critical issues to Senior management on a timely manner and providing best possible solution for it

**Amazon, Hyderabad, India (Apr’16 – Mar’18)**

**FinOps Manager - German**

* Heading and developing a 50 member German linguist team of various German projects including employee training, appraisal and development
* Manage day to day people issues and provide second level of people leadership and guidance
* Delegating group workload and establishing priorities; ensuring existing policies and procedures are followed
* Maintaining a daily interaction with the external Vendors for Business expansion of Amazon Germany
* Recently transitioned an Amazon First Contact process from Hyderabad to Berlin, Germany
* Managing a high-level Customer relationship with multiple vendors of Amazon, Germany with best possible service experience
* Work closely with Finance Operations team of different locations for strategic planning

**Achievements:**

* + Received a Pinnacle award in Q4, 2016 for meeting all the S-Team Goals of my team with 100% Client Satisfaction

**Innodata Inc., Noida, India (Jan’14 – Apr’15)**

**Group Manager**

* Handing a diverse Project of 30 members for an Assamese Books Project in order to achieve business goals.
* Developing or improving the composition business strategies in order to maximize revenue.
* Doing people management with appraisal, coaching and mentoring the new joinees.
* Actively participated in the localization process of various books and journals and online contents.
* Translating complex terminologies related to books publishing.

**Deutsche Bank, Bangalore, India (May’10 – Nov’13)**

**Process Supervisor/Asst. Manager**

* Managed a team of 8 members with the daily volumes of global payments of Deutsche Bank AG along with a timely and correct processing of payments
* Successfully completed the end-to-end transition of a cross-border check process from Frankfurt, Germany to India
* Delegating responsibilities to the payments team and ensure that the appropriate staff motivation levels are maintained
* Responsible for process measurement & improvements
* Regular communication with external stakeholders through phone and email
* Created plans and models for the new projects related to the Cheque domain as per Client demands

**Achievements:**

* + Team of the Quarter 1 in 2013 for outstanding performance by processing 20000 volumes for Q1 with 100% accuracy and developing a new Cheque request model for the Deutsche Bank customers.

**America Online (AOL), Bangalore, India (Dec’07 – Jun’09)**

**German Producer/Content Writer**

* Headed a team of 4 members for Shopping, Travel and Games portal of AOL Germany
* Involved in creation, editing and maintenance of all German contents with the help of CMS Tools like Word Press and supporting online campaigns for the AOL.de Banner Ads
	+ SPOC (Single point of contact) for the Shopping, Travel and Games Portal Team of AOL India

**Symphony Services Pvt. Ltd., Bangalore, India (Aug’06 – May’07)**

**Consultant**

* Contributed to the market research Team by preparing various reports for the Clients of Symphony Services
* Responsible for analyzing the current trends of various sectors of the German Retail Market
* Regular interaction with the German clients for the category knowledge of different FMCG products

**Hewlett Packard, Bangalore, India (Nov’04 – Aug’06)**

**German Language Translator**

* Worked as a German Language Translator for the Value Processing Order Management (VPOM) team in the Supply Chain Management group of HP
* Handled the work of translating the technical documents from German to English and vice versa and processing the order entry requests in SAP
* Actively involved in organizing various training sessions for new recruits pertaining to translation and process related work
* Acted as a backup for the TL and performed activities such as metrics calculation, daily report generation, work allocation etc.
* Prepared FMEA (Failure Mode Effects Analysis) for the order processing

**Achievements:**

* + Recipient of 2 Client appreciation awards in March 2005 for consistent and good performance in spite of high volumes of work
	+ Achieved an E-Award for single-handedly managing the queue of work orders during Business Continuity Plan

**Educational Qualifications:**

* **Post Graduate Certificate in Business Management** from **XLRI Jamshedpur**, Indiain **2014**
* **Bachelor of Arts (Hons.)** in **German Language** from **Jawaharlal Nehru University,** New Delhi, India in **2004**

**Technical Skills:**

* **Localization**: Assamese/German Language, Lipi software, MemoQ translation, Zoom

Meeting, Slack, Skype meetings

* **Voiceover:** Assamese voiceover, eLearning, Storytelling, Jingle, Radio Spots, Commercials
* **MS Office Skills**: MS Project, MS Office, MS SharePoint, MS Visio
* **Digital Marketing**: SEO & SEM (Google Analytics, Google Ad Words & Google Trends), Social Media –

 GDN, GSN, YouTube

* **Publishing**: Adobe Photoshop, Adobe InDesign, basic HTML

**Personal Details:**

* Date of Birth: 5th May 1982
* Languages known: Assamese *(Mother Tongue)*/English / German / Bengali /Hindi
* Passport status: Holding a valid Passport (India)