

## **Ivana Jelisavcic**

San Francisco, CA

+14155740471

Ljubljana, Slovenia

+38641861528

[ivanaj@gmail.com](mailto:ivanaj@gmail.com)

skype: ivanajelisavcic

### **PROFESSIONAL EXPERIENCE**

January 2007 – present

#### **Telecommuting**

Post title: *Google Lead Serbian Linguist (Contractor)*

- Linguistic Quality Assurance: Editing and proofreading translations of UI, online help, marketing material and outbound communication
- Developing terminology for new products and features, creating and updating product glossaries
- Creating and updating Serbian Style Guide
- Communicating with Serbian Country Marketing Manager, deciding priority products for the Serbian market
- Auditing translation quality and communicating with translation vendors in order to improve it
- Transcreating marketing content in order to communicate core messages
- Assisting with quick-turnaround translations and subtitling
- Copywriting short promotional content
- Vetting for the Common Locale Data Repository Project
- Syncing up with engineers to improve search quality and blacklist offensive material
- Working on solving transliteration problems for the Serbian language

April 2004 – June 2007

#### **Ristorante Milano, San Francisco, CA, USA**

Post title: *Manager*

- Organizing big parties, wine tastings and catering
- Wine inventory and communication with wine distributors
- Gathering reports and documents for bookkeeping
- Keeping schedule and organizing data for payroll

July 2003 – January 2004

#### **International Finance Corporation – World Bank and Gallo ECF's study "Investing in Serbia's Internet and IT sector: Challenges and Opportunities", Belgrade, Serbia**

Post title: *Research Assistant*

- Assisting the IT consultant organize the project and write the study report
- Gathering, translating and organizing data on Internet usage and Internet related regulations
- Scheduling and managing meetings with Serbian Internet Service Providers, Portals, IT Association of Chamber of Commerce, Government IT and Internet Agency and IT related Press
- Interpreting at meetings and providing logistic aid
- Outlining fast growing Internet business areas and key business players
- Managing analyst contractors
- Handling invoices and office bills, bookkeeping and handling the office cashbox

August 2002 – July 2003

#### **State Music School "Mokranjac", Belgrade, Serbia**

Post title: *Italian Teacher*

- Teaching nine to twelve grade students Italian language and culture
- Assisting singers with diction and translations of Italian songs and arias

December 2001 – August 2002

**Sport Line, General Distributor for Adidas, Belgrade, Serbia**

Post title: *Office Manager*

- Handling all incoming phone, email and fax office communication
- Scheduling and interpreting at meetings, filing client related documentation
- Maintaining office supplies, special purchases, event planning

June 2001 – November 2001

**DobriNet, Belgrade, Serbia**

Post title: *Software translator of CRM "Contact"*

- Editing, translating and localizing both English and Serbian version of UI, help and related end-user documentation
- Testing the software and reporting functional bugs

**OTHER PROFESSIONAL EXPERIENCE**

- Interpreter and translator for English, Serbian, Croatian and Italian with various Non-Governmental Organizations, including "Osservatorio sui Balcani"; jobs also included providing local logistic and organizational aid, and covered many different sectors, such as sociology, economy, local government, institution building, legal and political documentation
- Serbian localization linguist (since 2007) working for Google, Sony Ericsson, Apple, Trivago, etc.
- Language tutor for Italian, Serbian, English, Croatian, Bosnian and Latin in Belgrade, Rome, San Francisco and Ljubljana (in person and online, since 1994)
- Professional singer recording and performing different music styles; sang at the opening of 30<sup>th</sup> San Francisco International GLBT Film Festival in 2006

**EDUCATION**

- MA equivalent in Italian language and literature, University of Belgrade, Serbia
- BA minor in English language
- Degree in Belcanto singing, Music school "Mokranjac" in Belgrade, Serbia

**SPECIAL SKILLS**

- HTML, Trados, Idiom WorldServer, GTT, Polyglot, Catalyst, Amara, QuickBooks
- Extended knowledge of Google products and services

**LANGUAGES**

Serbian (native), English (professional level), Italian (professional level), Croatian (fluent), Bosnian (fluent), Slovenian (fluent), Spanish (basic), Russian (basic)

**INTERESTS**

Music, reading, movies, cooking, rollerblading and traveling

**REFERENCES**

Available upon request