# PROFILE **(PLEASE READ)**

Sofía Bacas

* **EN<>ES Translator** (*ES-xl, ES-es, ES-mx*)
* **English Teacher** (*as a foreign language*)
* **Business Ops Analyst and SME**

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**Mar del Plata - Buenos Aires - Argentina**

* +20 years in the [**translation**](#_English-Spanish_Translator_for) business (translations, reviews, editing, proofreading, QA assessment, translation test corrections, transcreation, localization, etc.) Areas of expertise: business, marketing (SEO), technical and biomedical translations.
* +8 years working in bilingual [**business operations**](#_EDGE_(Delivery_Excellence) at Hewlett Packard (+7 more in business ops in Spanish only)
* For + 25 years I have been delivering close 1:1 tutoring [**teaching**](#_Teacher_(ESL)) to Spanish speaking professionals who want to improve their English.
* 4 official degrees: EN-ES **Translator** + EN **teacher** (as a 2nd language) + OPSM (Mental Health Preventive Operator) (Labor oriented) + **Social Psychologist** +1 certification (Certified teleworker) + **Scrum Master**
* [Tools](#_OTHER_skills) (only main included): Trados Studio, and Xbench licenses, ISO 17100, Cosnautas. SAP, MS Office advanced (Power Pivots).

# EXPERIENCE

2000 – to present day

## English-Spanish Translator for Global Translation Companies

**Areas of expertise in translation: business, marketing (SEO), technical and biomedical translations:** *3 years working daily on marketing localization (SEO/SEM expertise) for a world top company. Now actively working as an SEO specialist. 3 years fully dedicated to medical translations.*

I work as a freelancer for global companies from China, the US, Spain, Mexico, etc. delivering translation tasks with accuracy, quality and on time. The final work is delivered for global clients as:

* **IT/Technology/Business/Finance/Power:** Sony, Motorola, British Telecom, DHL, Huber-Suhner, Tekla, Dell, Enterprise Rent-A-Car, PHT Corporation, Enphase Enlighten, Innovatia. Pearson Vue, Predictive Index, PTC, ServiceNow, Tekla, Amazon, Salesforce, HP, TCL, Lenovo, Asana, **Google** (TensorFlow), Starlink, etc.
* **Engineering/Automotive/Aerospace:** Toyota, Ford, Renault, VW, GM, KIA, Hyundai, Caterpillar, Mitsubishi, Terex, JAXA, Nordson, etc.
* **Life Science/Biomedicine:** AbbVie Inc., ASE, Beckman, Biotronik, Edwards Lifesciences, Sonova, Kinetic Concepts (KCI), Invacare, Mylan, Owen Mumford, Philips, Tcoag, etc.
* **Education/eLearning:** Laureate and trainings for many other business companies.
* **Other products/Services/Social Sciences:** Evercoat, Amazon, Warner Music Group, Fuel Fund of Maryland, Kaz Incorporated, Nitto Denko, Nordson Corporation (adhesives), Walmart, Rust Oleum, Outotec (mills), Sony, WeWork, SwissJust, Midea (Ikea), etc.

**FY2017 - GLOBAL DISTRIBUTION OF CLIENTS**



**1993 – to present day**

## Teacher (ESL)

**For more than 25 years I have been delivering close 1:1 tutoring teaching to Spanish speaking professionals who want to improve their English. I usually have taught one student once a week over the years**, to keep me updated on the teaching practice while working on other areas such as business and translations.

School support. Business English teaching for professionals: Legal, IT, Agricultural business, Accounting, Chemistry.

Public high school teaching in Santa Fe and in Buenos Aires provinces (no longer active).

Spanish teaching to English students online (no longer active).

**2007– 2015**

11/2014 – 04/2015

## EDGE (Delivery Excellence Pgm) PMO (Project Management Office) **PM** - at Hewlett Packcard

Use of agile methodologies for programme management of quality department.

* As PM of the EDGE Pgm I automated the human resources staffing plan synchronized with Visio 2013 to deliver up-to-date organization charts.
* I worked applying Agile methodologies for work planning and efficiency in execution using tools as AGM or AANG and within a scrum framework.

10/2014 – 11/2014

## EDGE Application Services Support - L2 - at Hewlett Packcard

ITIL support on QA technologies and policies.

* An average of 5 cases resolved was expected at the first stage of the on-boarding and I had a rate of 20.
* While working with the sustain team I planned and executed a communication campaign to raise awareness about how to improve everyday tasks.

11/2011 – 09/2014

## Business Operations Analyst – at Hewlett Packcard

Business operations analysis. **The employee who most awards received in the whole country (>1000 employees) in 2014**

* I could successfully adapt myself to corporate changes while our **team became reduced from 10 to 2** and I had to assume new and more responsibilities working on a continuous optimization of my work and time.
* Actively worked on the BCP (Business Continuity Plan) **ISO 27001 certification**.
* It makes me proud to be able to say **that in 7 years I never missed** my internal billing delivery due dates.
* Designed and implemented an **efficient billing money-saving process** for expenses and adjustments built on SharePoint platform for Delivery Managers that worked for years.
* Automated the internal billing system, normalized information, and became SME for all applied time tracking systems. This gave me the opportunity to deliver clear and **precise information about the financial status** each month.
* I was recognized for the **metrics and business analysis** delivered using BI techniques with advanced tools such as Power Views coming from Power Pivots.
* Delivered **financial support to EMEA Iberia (European) region** (one-million-dollar budget) and also received recognitions for this work.
* Worked on corporate communication campaigns and was strongly involved in employee engagement activities.

02/2007 – 10/2011

## **Business Operations Analysis Assistant I – II and III** ASFO (Applications Services Field Operations) General Motors - at Hewlett Packcard (EDS)

Business operations focal point for all business areas (RE, HR, EHS, IT, Security, etc.) and the local organization leaders.

* I processed and trained personnel in all new tools to be replaced under **EDS-HP merger**.
* Responsible for all **corporative internal communications**.
* Worked on exhaustive **P&L analysis** achieving important savings to my organization.
* As **BCM** I delivered all documentation, trainings and exercises working on GAP analysis; Risk Analysis (Threat Analysis); BIA (Business Impact Analysis); BCP; BRP and I achieved recognitions for my performance in delivering this work with quality.
* I worked in **SOX certifications** of assets and a wide and intense work on the company’s inventory.
* As the only HR focal point for a complete HP site, I organized **more than 70 events**, worked on resources’ additions, deletions, modifications and recruiting.
* I **trained new employees** delivering NEOs (New Employee Orientation).
* **Coordinated all** **travels** for my organization and was awarded recognitions for it (a flower arrangement included).
* **Coordinated RSE** teamwork able to successfully implement for the first time a low resources teenagers training programme done in conjunction with other Enterprises (Dupont-3M-PWC).
* For **EHS** coordinated the office First Contact Response team and worked on training, documentation and exercising.
* I participated in the **SOW (Scope Of Work) analysis** for the contract with the **Real Estate** vendor.
* As **IT focal point** I reported incidents, escalations, and managed **fixed assets**.
* Also worked with the **Security team** for defining documents and in the coordination with our vendor.

1999– 2007

## Business operations manager with 2 resources reporting to me. - **Los Vascos SRL (Agricultural Consultants)**

# EDUCATION

2023 - 2023

Universidad Tecnológica Nacional – Facultad regional Buenos Aires - Argentina

"Scrum Master"

2019 - 2022

Centro Psicosocial “Punto de Encuentro”- Santa Clara del Mar- Buenos Aires - Argentina

"Psicóloga Social" (Social Psychologist)

2020 - 2021

Centro Psicosocial “Punto de Encuentro”- Santa Clara del Mar- Buenos Aires - Argentina

Mental Health Preventive Operator

1994-2000

ISP Nro. 8 Almirante Brown - Santa Fe - Argentina

"Traductor Literario y Técnico-Científico en Inglés" (**English<>Spanish** Literary, Technical and Scientific **Translator**)

1988-1993

Liceo Municipal de Coronda “Alfonsina Storni”- Coronda - Santa Fe - Argentina

"Maestra de Inglés" (**English Teacher** as a Second Language [ETSL])

Certification (2015) - Reg. 98216840

“Ministerio de Trabajo, Empleo y Seguridad Social” (National Ministry of Labor, Employment and Social Security)

"Certificación de Competencias en Teletrabajo" – (**Certified Teleworker**)

# LANGUAGES

* **Spanish**: Native.
* **English**: Bilingual.
* **Portuguese**: Advanced.
* **German**: **A2** Goethe International Certificate.
* **Italian**: Basic.
* **French**: Basic.

# OTHER skills

CAT Tools: **SDL Trados 2021 and Xbench licenses**. SDL **Trados** 2007 (Workbench, TagEditor, etc), SDL Trados **Studio** 2015, Multiterm 2014, ***memoQ*** 2014/15, Translation Workspace, Xbench, LTB, WordFast, Memsource, XTM, **OmegaT,** Smartling (**Certified**), TRES (MS Terminology management system), Google Translator Toolkit. MS Publisher. PDF (for proofreading), Transifex, MateCat, Crowdin, GitLocalize.

I own a subscription to Fernando Navarro's bilingual dictionary of **medicine (Cosnautas)**.

Microsoft Office 2013/6**:** Excel (BI [**Business Intelligence**] Tools, Power Views, Power Pivots, Macros) focused on metrics, KPI. Access (advanced) Visio 2013. SharePoint 2010 and 2013, SharePoint Designer, InfoPath 2013. And all other MS tools (Word, Publisher, Lync, Projects, Outlook, etc.)

Advanced knowledge of more than 30 tools:

**SAP (+SAP HANA)**, Finance and HR modules. PPMC. AGM: Agile Manager. AANG. Reporting tools: **YOTTA**, BW (Business Warehouse SME), BOSS (Business Objects). SIFT. BILLING & Time Tracking: COMPASS, OMEGA, ALT CATW, SAP CATS and manual billing SME. PeopleSoft. ***Workday***. Salesforce. Vendor and PO processing: SMARTBUY, Web retrieval tool. SWAN. ARIES, RTT, ORC. Expenses and Travel: CWT, ORCs, EEM, Visas. Other widely used as: ***TANGO***, GTT, Grow HP, Evolve, Propel, IT Assets Management, PC lifecycle. UAM, POLARIS, DILBERT, e-PAPER, ATM, Digital Gallery, LH JVs, E-Quate, GitHub, StarTeam and more.

**Working methodologies**: ITIL, **Agile**, Kaizen. **SCRUM**

Function Point Analysis