

# Amy Polenske

## ATA-certified Spanish to English translator

Specialized in business, financial, legal, and academic content

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### **Skills and Qualifications**

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- ATA-certified from Spanish into English
- Experience in translation, proofreading, MT post-editing, quality assurance, and project management
- Native English, full professional fluency in Spanish, intermediate knowledge of French
- Tools used: Microsoft Office, SDL Trados Studio 2019, Wordfast Professional 5, Windows 10 and MacOS operating systems

### **Professional Development and Affiliations**

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- Voting Member of the American Translators Association (ATA)
- Voting Member of the Midwest Association of Translators and Interpreters (MATI), former Secretary of the Board of Directors (2013 – 2017)
- Attended ATA Annual Conferences in 2014, 2017, and 2018
- Attended MATI Annual Conferences from 2012 to 2018
- Completed 4-week Spanish to English translation workshop taught by Holly Mikkelson in January 2019

### **Industry Experience**

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#### **Freelance: Spanish to English Translator**

**May 2013 – Present**

- Specialized in business, financial, legal, and academic content
- Eager to learn new technology, with prior experience using multiple online workflow systems to claim and deliver translations
- Work with a variety of file formats, including dead PDFs and CAT tool file packages
- Examples of projects completed:
  - Academic papers for publication in English-language journals related to economics, marketing theory, social sciences, and the humanities
  - Historical narrative of Spanish and American naval history
  - Academic records from a variety of countries including transcripts, diplomas, and syllabi
  - Financial documents from a variety of countries including bank statements, customer correspondence, proof of income, and tax statements
  - E-learning modules on a variety of topics
  - Requests for proposal for medical and manufacturing companies
  - Corporate communication documents
  - Lease agreements and legal contracts

#### **Iverson Language Associates:**

##### **Group Manager, Quality Team**

**March 2017 – Present**

- Train Spanish-proficient reviewers to complete custom Spanish to English review process for high-volume financial industry client with high quality standards
- Work with Spanish translators and proofreaders on high-volume financial account to ensure quality expectations are met
- Implemented quarterly quality test system to assess individual skills and provide feedback to all reviewers, resulting in a 20% increase in team quality scores after one year
- Created reference materials for a new, high-volume financial industry account with many stylistic preferences; regularly collaborate with the account lead to ensure our team continues to meet the client's needs
- Serve as a go-to resource for both Quality and Production team members for advice on workflows, project scopes, and Spanish knowledge

**Quality Team Lead****March 2015 – February 2017**

- Led a team of in-office and remote Quality Reviewers
- Coached and trained reviewers to catch errors in translations of all language pairs
- Communicated daily with team to provide feedback, schedule reviews, and manage team capacity
- Developed custom review process for financial industry client with high quality standards for Spanish to English translations

**Quality Reviewer****September 2013 – March 2015**

- Reviewed translations in all language pairs, ensuring accurate language and formatting of deliverables
- Utilized a meticulous attention to detail to catch subtle, yet significant errors in translated content
- Collaborated with project managers to determine applicable project scopes and reasonable timelines
- Maintained a record of zero client and internal quality complaints on reviews
- Served as the quality lead for a high-volume financial client, working to develop client-specific processes to ensure quality standards were met within tight deadlines; used language skills to correct errors in Spanish to English translations for the account

**SWITS, Ltd.: Project Manager****January 2013 – August 2013**

- Managed translation projects in various language pairs, translated and edited Spanish to English projects, created marketing campaigns, and provided technical support
- Worked directly with clients, translators, and interpreters to complete projects and improve processes
- Managed a long-term project to implement new interpreter scheduling software, training office staff, contract interpreters, and clients on how to use this tool
- Worked to create a compensation scale for new hire interpreters to ensure fair wages for all contractors
- Developed a 40-hour interpreter training course curriculum, including original lessons and activities

**Kiva.org: Volunteer Translator****March 2012 – Present**

- Translate loan descriptions from Spanish to English for publication on Kiva's website
- Translate several two- to three-paragraph descriptions every week, taking time to research culturally-specific terms
- Ensure that translated loan applications meet all of Kiva's policies and loan requirements prior to publication

**UWM Language Services: Translator****December 2011 – June 2013**

- Translated academic and vital records from Spanish to English
- Worked with Translation Department faculty reviewers to edit draft translations prior to client delivery
- Edited and proofread the work of other graduate student translators

**Education**

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**Master of Arts in Language, Literature, and Translation****Graduated May 2013**

University of Wisconsin–Milwaukee  
Concentration in Spanish to English Translation

**Bachelor of Arts in Spanish****Graduated May 2011**

University of Wisconsin–Milwaukee, graduated Summa Cum Laude  
Certificate in Latin American and Caribbean Studies  
Certificate in French and Francophone Studies