

Amy Polenske

Spanish to English Translator
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Skills

- Experience in quality assurance, project management, translation, editing, proofreading, and SEO
- Spanish to English translator specializing in business, marketing, academic, and financial subject areas
- Intermediate knowledge of French language
- Proficient in Microsoft Office, SDL Trados Studio, and Wordfast Professional
- Notary Public in Wisconsin with commission through June 26, 2018
- Familiar working with both Windows and Mac operating systems
- Highly organized, efficient, and reliable worker

Professional Affiliations

- Active Member of the American Translators Association (ATA)
- Current Secretary of the Board of Directors and Member of the Midwest Association of Translators and Interpreters (MATI)

Experience

Iverson Language Associates (TransPerfect):

Quality Team Lead

March 2015 – Present

- Lead a team of in-office and remote Quality Reviewers
- Communicate daily with team to provide regular feedback, schedule reviews, and manage team capacity
- Provide coaching and training to team members on an ongoing basis to promote continual improvement and consistently high quality
- Facilitate with PM team to develop workflows, schedule quality tasks, and ensure translation quality
- Work directly with high-volume financial client to monitor and continually improve internal quality of Spanish to English translations

Quality Reviewer

September 2013 – March 2015

- Performed quality reviews of translations into all languages, which consisted of reviewing language, formatting, and final deliverables
- Conducted custom reviews as needed
- Identified non-conforming products and communicated daily with project managers
- Managed own tasks and workload to complete tasks before the specified deadline
- 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

Freelance Translator

May 2013 – Present

- Translate documents from Spanish to English for both direct clients and agencies
- Specialize in business, marketing, academic, and financial subject areas
- Reliably meet deadlines while maintaining a high level of quality
- Familiar and comfortable working with online workflow tools to claim and deliver translations

SWITS, Ltd.: Project Manager and Translator

January 2013 – August 2013

- Translated and edited Spanish documents into English, including government forms, handwritten correspondence, and vital records
- Performed project management duties, 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 used by office staff, contract interpreters, and clients
- Worked to create a compensation scale for new hire interpreters to ensure fair wages for all interpreters
- Developed a 40-hour interpreter training course curriculum, including original lessons and activities

Kiva.org: Volunteer Translator

March 2012 – November 2015

- Translated loan descriptions from Spanish to English for publication on Kiva's website
- Translated several two- to three-paragraph descriptions every week, taking time to research culturally-specific terms
- Ensured that translated loan applications met 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

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