

**William W. Heffner**  
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**Skills:**

**Editorial:**

- Copy editing & galley proofreading
- Style, grammar, and consistency editing
- Fact-checking & academic research
- Linguistic verification of source-texts

**Project Management:**

- Write, develop and implement project plans
- Set project schedules, deadlines and milestones
- Resource allocation and management
- Project budget and pricing

**Financial:**

- Establish and maintain yearly department plan and budget
- P & L responsibility for department
- Contractor and vendor price negotiation
- Salary and internal budget responsibility
- Cost analyses
- Financial reporting
- Cost control and savings
- Project and service pricing

**Staff Management:**

- Recruit, interview and hire staff
- Perform quarterly and annual performance and salary reviews
- Manage project teams
- Staff development, feedback and goal setting

**Vendor/Contractor Management:**

- Recruit, assess and hire contractors
- Price negotiations and cost control
- Continuous improvement with contractor/vendor products
- Developing long-term relations

**Technical:**

- Various outputs (Web, desktop & traditional publishing)
- Computer-aided translation tool implementation
- Design development
- Database design & development

**Experience:**

**Freelance Editor/Project Manager**, NY 1999-Present

Editing English and Foreign-language-to-English documents, Translation and other Project Management. Specializing in academic texts, journal articles and books.

**Senior Project Manager**, Berlitz Translation Services, NY NY 1994-1999

Responsible for all facets of running multilingual, multimarket projects. Work with suppliers throughout the world and locally to provide translation, editing, proofreading, SGML-database management, desktop publishing and other language-related services. Provide consulting services for foreign-language projects and SGML database implementation. Focus on customer satisfaction.

Projects ranged in size from translating small web pages and documents to managing over 160,000 output pages for one major client in 14 languages including owner's manuals and internal diagnostic software with a Document Management system, all while meeting stringent deadlines and tight budgets. Implemented numerous technological advances with web-based, data management and publishing programs.

**Production Manager**, Berlitz Translation Services, Singapore, 1996-1997

Responsible for managing Asian-language translation production, project management for software localization and automotive projects, developing resources, hiring and training staff for newly-opened office in Asia.

**Project Manager**, Berlitz Translation Services, NY, NY 1991-1994

Managed automotive and software localization/translation projects, overseeing all phases of production.

**Project Coordinator**, Berlitz Translation Services, Washington, DC 1988-1991

Responsible for all mid-sized-document translations into English.

**Sales/Production Assistant**, Berlitz Translation Services, Washington, DC; Miami, FL 1987

Sales functions and production support in proofreading, editing and translation.

**Registrar**, The Learning Annex, Washington, DC, 1986-1987

Responsible for handling general administrative duties, enrolling students, developing course material as well as producing 32-page monthly publication.

**Education:** BA, Economics, University of Michigan, Ann Arbor, MI  
Parsons School of Design (fine arts); School of Visual Arts (fine arts and design)

**Programs:** Windows; UNIX; MS Office, MS Project; web browsers/composers; database systems; Adobe products, desktop publishing

*References available upon request*