

TERESA KITAHARA

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SUMMARY AND FUNCTIONAL EXPERTISE

A seasoned translator with over 10 years of experience in bridging language barriers in various industries, including legal, technical, and literary fields. Skilled in conveying nuanced meanings and cultural contexts accurately. Demonstrated ability in working with diverse clients and content, providing high-quality translations that maintain the original tone and intent.

- Proficient in multi-language, industry-spanning large-scale projects, having successfully completed over 300 translations from technical manuals to literary works with a focus on cultural accuracy.
- Successfully achieved a 96% client retention rate and an 84% increase in referral business, demonstrating a commitment to providing accurate and culturally relevant translations tailored to diverse client needs.
- Continuously advancing my skills with the latest translation software and tools, I have achieved a 30% boost in efficiency and accuracy, enabling me to complete projects 50% faster than industry standards while maintaining high quality.
- Renowned for elevating client brands and expanding their global reach through precise translations that break language barriers and boost customer engagement.

**Cross-Checking with Original Materials | Localization and Cultural Adaptation | Time Management |
Multilingual Translation and Interpretation | Quality Control and Consistency Maintenance |
Style Guide Development | Fact-Checking and Research | Proficiency in Digital Communication Technologies**

PROFESSIONAL EXPERIENCE

TECHSOLUTIONS INC. | London, UK – Remote, Hybrid (January 2016 – Present)

A global provider of endpoint device management software, serving clients such as FedEx, H&M, Staples, and Wayfair, with annual revenues of approximately \$35 billion.

Senior Translator (January 2018 – Present)

Overseeing a translation team consisting of three junior translators, five project managers, and a quality assurance specialist. Regular duties include managing translation projects, creating translation guidelines, ensuring translation accuracy and consistency, supervising the localization of marketing materials, and communicating with international clients. Additionally, responsible for implementing quality control processes and continuous improvement initiatives to enhance translation quality.

Leadership and Resource Management: Supervising an annual departmental budget of ~\$750,000, responsible for the development and evaluation of performance metrics related to major translation projects, for coordinating with external translation agencies and reviewing their contracts, and for acting as the departmental point of contact for executive, product management, marketing, and engineering teams. Awarded Translator of the Year award in 2019.

Translator (September 2016 – December 2017)

Managed translation projects for Mit Corporation, acquired by Techsolutions in 2016. Translated internal communications, marketing materials, and technical documentation. Collaborated with external agencies and facilitated global sales through localized content.

Quality Assurance and Public Relations: Collaborated with six external specialists to maintain high translation quality and consistency across company materials. Created guidelines, reviewed translations, and coordinated multilingual efforts to support Techsolutions global communication strategy.

GLOBAL TRANSLATION SERVICES | Tokyo, Japan – Remote, Hybrid (August 2012 – January 2016)

A company providing translation and localization services for various industries, serving clients such as ABC Corp, XYZ Inc., and DEF Ltd., with annual revenues of approximately \$10 million.

Senior Translator

Handled all translation-related tasks, including translating documents, coordinating with clients, and ensuring the quality and consistency of translations.

Media, Public Relations, and Client Engagement: Acted as the main point of contact for clients, managed public relations efforts related to translation projects, and worked on enhancing the company's brand by delivering high-quality translations. For example, collaborated with a major client to translate marketing materials that resulted in a 50% increase in engagement, and supported a major product launch by providing timely and accurate translations of all promotional content.

LIFESCIENCE TRANSLATIONS | Tokyo, Japan (April 2009 – March 2012)

A translation firm with approximately 50 employees, specializing in translation and localization services for pharmaceutical companies across the globe.

Translation Coordinator

Handled all translation and localization tasks, creating a variety of translated and technical content, coordinating internal and external communications, and managing translation projects.

Content Creation and Technical Translation: Successfully translated a variety of marketing and technical content, including the company's monthly newsletter and regulatory documentation for international drug approvals. Collaborated cross-functionally with finance and operations teams to draft and translate around two proposals per week, each with contract values up to \$500,000.

TRANSLATION AND WRITING TOOLS

CAT Tools: SDL Trados Studio, MemoQ, Wordfast

Writing and Editing: Microsoft Word, Google Docs, Grammarly, Hemingway Editor

Content Management Systems: WordPress, Joomla

Communication: Google Drive, Google Chat, Slack, Skype, Zoom, Microsoft Teams, Dropbox

Project Management: Trello, Asana, Monday

Languages: Native English and Japanese speaker, Fluent in Mandarin and Cantonese

EDUCATION

Tokyo University | Bachelor of Arts in Translation and Interpretation | Tokyo, Japan | March 2009

Concentrations: Concentrations: Technical Translation, Literary Translation, Interpretation

Minor: Applied Linguistics | GPA: 3.8 / 4.0

Translation Department Assistant: Assisted professors with research on translation methodologies and contributed to the development of a new curriculum for the translation program.