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EDUCATION

Middlebury Institute of International Studies at Monterey, Monterey, CA

- Master of Localization Program Management (Advanced Entry)

The University of Queensland, Brisbane, Australia

- Master of Arts in Chinese Translation and Interpreting

SUMMARY

- High-energy Producer with a strong localization background, managing Diablo IV's expansion and patches at Blizzard Entertainment.
- Proficient in Waterfall and Agile/Scrum methodologies, optimizing workflows and adapting to project needs.
- Skilled in task management and collaboration using Jira, Confluence, and Miro, coordinating complex projects and ensuring timely delivery.
- Fast learner and proactive problem solver, adept at tackling challenges and implementing effective solutions.
- Strong communicator with experience driving initiatives and working with senior producers and cross-functional teams.
- Results-driven, improving processes and profitability through strategic changes.
- Permanent Resident of the United States.

RELEVANT SKILLS

Production Skills:

Self-organization and strong organizational skills; Program management skills.

Proficient communication skills; Experience using tools like Jira, Confluence, Miro Board; Agile/scrum methodology; Waterfall methodology; International marketing skills.

Technical Skills:

Basic coding skills; Website Localization; Desktop Publishing skills.

PROFESSIONAL EXPERIENCE

Diablo IV Localization Producer | Blizzard Entertainment, Irvine, California | June 2024 – September 2024

- Managed localization production for Diablo IV patches and the new expansion, including creative control, audio recordings, and LQA process.
- Utilized Jira, Confluence, and Miro Board for task management, documentation, and team collaboration.
- Applied both Waterfall and Agile/Scrum production methodologies to streamline localization workflows and adapt to project needs.
- Proactively sought additional responsibilities, significantly contributing to the go-to-market strategy for localization in a key region.
- Identified and addressed inefficiencies in the production pipeline, leading to improvements that enhanced localization processes and positively impacted game profitability.
- Actively engaged with Production networking events, collaborating with senior producers across various projects to deepen understanding of production's role in localization.

Localization Producer | Queensland Performing Arts Centre (QPAC) Brisbane, Australia | May 2021 - August 2022

- Managed the scheduling and assignment for a 12-person localization team that adopted promotional materials, websites and event contents between English and 4 languages.
- Collaborated with senior project managers to coordinate project timelines, allocate resources, and monitor progress, resulting in a 15% increase in project efficiency.
- Conducted comprehensive linguistic reviews, identifying and resolving localization challenges to enhance content coherence and cultural relevance.
- Actively engaged with international stakeholders, including artists, promoters, and sponsors, to facilitate effective cross-cultural communication and address localization requirements.
- Utilized JIRA and Confluence to manage assignment of translation and DTP projects, leading to improved transparency and accountability within the team.

Localization Project Manager | Beyond Translation, Melbourne, Australia (Hybrid) | Mar 2020 – May 2023

- Collaborated closely with project managers and linguists to streamline workflows, resulting in a 20% increase in project turnover efficiency.
- Conducted thorough linguistic reviews, leveraging a keen eye for detail to identify and rectify localization challenges, leading to a reduction in post-translation revisions.
- Established and nurtured relationships with a network of international linguists, expanded the agency's pool of specialized resources.

Localization Producer | Queensland Health Brisbane, Australia | July 2019 - November 2021

- Facilitated clear and accurate communication between Mandarin-speaking patients and healthcare providers, ensuring optimal care and understanding.
- Demonstrated exceptional linguistic and cultural proficiency, providing support during medical consultations, emergencies, and surgical procedures.

PROFESSIONAL REFERENCES

Timothy Ismay – Lead Game Producer at Blizzard Entertainment

Contact: tismay@blizzard.com

Stewart Holl – Senior Game Producer at Blizzard Entertainment

Contact: sholl@blizzard.com

Diego Diaz – Localization Producer at Netflix

Contact: recioszack@gmail.com

Manu Aguayo – Localization Quality Assurance Lead at Blizzard Entertainment

Contact: maguayo@blizzard.com