

FRANCK ABATE

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Software Localization Expert

Bilingual (French <> English) localization expert and evangelist with a passion for multicultural communication and software development, creating and managing scalable localization processes to ensure global success through cross-functional collaboration with development, product and documentation teams as well as language service providers.

SKILLS AND CERTIFICATIONS

Translation & Localization Project Management/Localization Engineering/QA/Documentation

Expert knowledge: Trados | Passolo | MemoQ | Alchemy Catalyst

Advanced knowledge: Git | GitHub | Jira | Confluence | BitBucket | Azure DevOps | Jenkins | TeamCity
| MS SQL Server | Visual Studio | VMWare

Working knowledge: HTML | XML | CSS | JavaScript | SQL | RegEx | PowerShell | ITSM
ATA-accredited English-French | SAFe® Agile Scrum Master

EXPERIENCE

Ivanti (formerly Cherwell Software) Colorado Springs, CO **January 2016 – April 2023** **Content Developer / Localization Coordinator**

Ivanti (post-M&A): Built monetized Ivanti Service Management modules including third-party integrations.

- Developed ITSM-specific application content for HR, Facilities, GRC modules.
- Ensured full compliance with established UI/UX standards and functionality.

Cherwell (pre-M&A): Managed full localization cycle of CSM software for French and Spanish.

- Key role in ensuring with DevOps that bug-free, fully localized versions were included in each software release.
- Created specific Localization QA test cases.
- Worked with Documentation Team to provide fully localized Release Notes and What's New Guide.

NCH Software Greenwood Village, CO **February 2010 – December 2015** **Localization Team Lead**

Led the Localization Team (DE, ES, FR, IT, KO) to deliver multiple software releases spanning various verticals. Managed online marketing campaigns, including SEO, email newsletters and product submissions to websites for the French language.

- Managed, supported and led localization team with onboarding and CAT tool training and support.
- Liaised with development, test teams, customer support and marketing teams to coordinate localization deliverables and strategy.
- Translated, localized and tested applications (C++ and xml-based strings) and collaterals (.html, .js files) in French using Trados and MultiTerm. Translated technical support tickets from and to French and English.

French Translation Services Denver, CO (remote position) **July 2009 – January 2010** **Project Manager**

Organized, prioritized and assigned translation jobs to independent contractors, negotiating rates with vendors and clients, translated and edited documents based on workload or staffing.

- Managed project in a very fast-paced environment requiring multitasking, attention to detail and negotiating skills.
- Assigned projects to linguists according to industry: IT, medical/pharmaceutical, tourism/hospitality, marketing, human resources, manufacturing.

Citrix Systems Fort Lauderdale, FL **August 2006 – February 2009** **French Technical Linguist**

Translated, localized and tested Citrix software and documentation into French.

- Developed best practices for Trados TM management.
- Collaborated actively with localization engineers, software developers and technical writers.

French Translation Services CO/FL (remote position) **October 2005 – August 2006** **Translator**

Lead linguist in charge of translations, reviews and translation project management, including vendor relations. Work accomplished remotely while maintaining constant contact with company headquarters in Chicago, Ill.

Avaya Westminster, CO **August 2002 – October 2005**

Localization Developer

Adapted Avaya's CRM and telephony applications to the French market.

- Developed and executed localization test plans.
- Translated and localized application files, online help files and documentation materials, collaborating with software developers, engineers, project managers and technical writers.

Independent Contractor Denver, CO **September 1996 – August 2002**

Freelance Translator

Specialized in software and telecommunications translations, editing and proofreading from English to French, including localization testing assignments for IT, human resources and medical equipment companies.

- Worked with major Language Services Providers as lead translator, translator or linguistic QA on a contract basis.

J.D. Edwards & Company (now Oracle) Denver, CO **April 1994 – August 1996**

Staff Translator

Translated, reviewed and tested J.D. Edwards' CRM software applications for Accounting (Accounts Payable/Receivable, G/L, Payroll), Oil and Chemicals Management verticals on the IBM AS 400 platform.

United Airlines Stapleton Airport, Denver, CO **October 1993 – April 1994**

Ramp Serviceman

Loaded/unloaded cargo on/off aircraft, operated motorized equipment to bring loads to and from airplanes.

Rail Europe Aurora, CO **April 1993 – October 1993**

Sales Agent

Sold Eurail Passes on the phone and provided information and travel tips to customers planning on traveling in Europe by train.

Lufthansa CDG Airport, Roissy, France **June 1991 – March 1993**

Ramp Agent

Supervised aircraft loading/unloading, fueling, boarding, cleaning and other related ground service operations performed by airport personnel and subcontractors. Involved in airplane weight and balance calculations for cockpit crew.

Trans World Airlines CDG Airport, Roissy, France **June 1989 – June 1991**

Junior Customer Service Agent

Coordinated ground services (baggage and cargo loading/unloading, fueling, catering) for transatlantic and intra-European flights.

Compagnie des Wagons-Lits Paris, France **June 1985 – June 1991**

Train Attendant

Assisted passengers traveling on night trains within France, and to or from neighboring European countries (Italy, Spain, Switzerland, Denmark, Austria). Sold reservation tickets, food and beverages, secured passengers' travel documents to facilitate border crossings.

EDUCATION

Université de Paris Nanterre, France

Undergraduate ("Licence") degree

Major: English language and civilization. Minors: Teaching French as a foreign language, Italian.

Other languages studied: German (undergraduate level), Spanish (high school), Brazilian Portuguese (rudimentary knowledge).

MISCELLANEOUS

Dual French-US citizenship.

Hobbies and Interests: Outdoor sports, guitar.