

Gisela Faija

EN>ES & ES>EN Translator & Quality Lead

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Location: Buenos Aires, Argentina

Professional Summary

Quality Expert and Translator with almost 20 years of experience leading global linguistic quality programs for top-tier clients in life sciences, technology, hospitality, and marketing. Specialized in quality management for AI-driven workflows, MTPE, and pure MT. Skilled in implementing LQA strategies, RCA/CAPA processes, audits, and quality dashboards to drive continuous improvement. Adept at coordinating international linguistic teams, mentoring language leads, and managing feedback loops between clients, production, and AI data experts. Passionate about ensuring accuracy, scalability, and customer satisfaction in AI-enabled content solutions.

Core Skills

- Quality Management Systems (QMS)
- Error Rate & Quality Metrics Monitoring
- RCA & CAPA (Root Cause & Corrective Action Plans)
- Quality Audits & Third-Party Evaluations
- MT/AI Data Quality Management (HT, MTPE, Pure MT)
- Style Guide & Terminology Management
- Escalation & Risk Management
- Client Communication & Quality Reporting
- Leadership & Coaching of Language Leads
- CAT Tools (Trados, Wordfast, XTM, Smartling)
- QA Tools (Xbench)
- Project Management & Collaboration Tools (JIRA, Confluence, Tableau, SharePoint)

Professional Experience

Quality

Welocalize

- **Linguistic Quality Control Specialist**
Content specialization: In Vitro Diagnostics, Biology, Chemistry, Medical Devices, Patient-facing materials, Pharmacovigilance, Pharmacy, Scientific Publications, Investigator-facing documents
- Linguistic and non-linguistic final QC checks for accuracy, consistency, formatting, and non-linguistic elements on clinical research and life sciences documents

translated into English (US).

Argos Multilingual

- **External Quality Lead (2025)**

Clients: Life Sciences and Biotechnology

- Manage terminology, style guides, and query workflows across high-volume projects.
- Conduct quality risk assessments; implement prevention, monitoring, and improvement strategies.
- Perform RCAs, CAPAs, and quality investigations to address recurring issues.
- Deliver client-facing quality reports and manage communication on escalations and risks.
- Monitor vendor performance using linguistic quality dashboards, ensuring KPIs are met.
- Conduct LQA, arbitration, final verification, and review candidate translators' tests.
- Prepare content and materials for AI-driven production setups (e.g., MosAIQ).

TransPerfect

- **Senior Language Quality Lead (2022–2025)**

Clients: Hospitality, Marketing, Beauty & Apparel

- Coordinated Quality Evaluations and third-party audits to assess Machine Translation and Human Translation workflows.
- Produced Statements of Work to integrate quality measures in MTPE and pure MT pipelines.
- Led post-mortem analyses on account initiatives, providing follow-up actions to stakeholders.
- Managed client escalations, driving quality investigations to completion.
- Collaborated with clients on complaint investigations and CAPA reporting.
- **Language Quality Lead (2018–2022)**
 - Oversaw linguistic quality for VIP accounts in hospitality, travel, and retail.
 - Developed and implemented custom LQA strategies based on client needs and risk levels.
 - Guided language leads, mediating between clients and internal teams to optimize workflows.
 - Designed and maintained process documentation for localization teams.

Linguistic Services

Since 2005, I have worked as Internal and freelance translator for several agencies and companies.

- Provided EN<>ES translation, review and post-editing for life sciences, technical, legal, and marketing sectors.
- Acted as Language Lead for a major US airline, managing style guides, glossaries, and QA/QC checks (4 years).
- Delivered medical and healthcare translations for CROs and pharmaceutical companies, such as protocols, informed consents, medical records, enrollment forms, and dossiers.

- Reviewed and trained freelance translators; contributed to linguistic validations.
- Pandemic-era review of translations for subtitling webinars, presentations, and workshops on new medications, procedures, and research led by renowned physicians.
- Sworn translations of birth certificates, personal documents, academic records, degrees, criminal background checks, and bank statements.
- Translation, proofreading, and post-DTP review of educational materials and final signoff: practice books, teacher/student manuals, CDs, and leveled readers in Language, Math, and Science (2 years).

Education

- **Degree in Translator-Reviewer in Spanish Language** – Fundación Litterae (2013)
- **Bachelor's Degree in Sworn Translation** – Universidad del Salvador (2005–2007)
- **Bachelor's Degree in Scientific and Literary Translation** – Universidad del Salvador (2000–2004)

Certifications

- **Certified Sworn Translator** – College of Sworn Translators of Buenos Aires (2008)

Professional Development

- *AI and Healthcare: The Good, the Bad, and the Unknown* - Hosted by Dr. Harvey Castro, a physician, healthcare futurist, and leading voice in AI and medicine as we explored the promise and pitfalls of artificial intelligence in healthcare today. – Think Global Forum Roundtable, 2025
- *Intensive Training on the Fundamentals of Quality Management* – Argos Multilingual, 2025
- *10 Key Ideas to Translate Protocols* – Pablo Mugüenza, 2022
- *VI Latin American Conference in Translation and Interpretation* – CTPCBA, 2016
- *Training on the Translator as Reviewer in the Spanish Language* – Fundación Litterae, 2012
- *The Physician's Slang and the Patient's Slang* – Fernando Navarro, 2012
- *III Conference on Specialized Translation: Medicine Field* – CTPCBA, 2011
- *International Conference of Specialized Translation* – CTPCBA, 2006
- *The Translation of Medical Texts. Module I & II* – CETI, 2004
- *Subtitling Translation Course: SITCOMS* – CETI, 2004

Languages

- **Spanish** (native)
- **English** (proficient, C2)