



Lucio Bagnulo

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About me:

I am a passionate, experienced and multilingual professional with a broad and solid background in foreign languages and cultures, which I have gained through various study and work experiences in different countries. An Italian native speaker, I am also fluent in English, French and Spanish. I hold an MA in Translation from the University of Bologna and an MA in Translation and Interpreting from the University of Westminster in London. Over the course of my career, I have worked as a freelance translator, terminologist and interpreter, as well as an in-house project manager, team manager and assistant operations manager, all of which allowed me to develop a thorough understanding of both the language industry as well as language technology solutions. I currently hold the position of Head of Translation and Language Strategy at Amnesty International, where my team and I successfully endeavour to provide high-quality translations to the organization.

WORK EXPERIENCE

06/2014 – CURRENT – Madrid, Spain

HEAD OF TRANSLATION AND LANGUAGE STRATEGY – AMNESTY INTERNATIONAL LTD.

Lead on the definition, management and strategic direction of translation services for Amnesty International, supporting the entire organization in the delivery of its projects and mission. Translation services are delivered by a distributed in-house team, with staff located in Africa; Asia; Europe; and the Middle East and North Africa, as well as through our extensive network of freelance translators.

Beyond the day-to-day management of translation operations (incl. defining annual SMART objectives and conducting periodic appraisal meetings to assess staff performance against their set goals, as well as providing both mentoring and coaching support), my tasks also involve:

- Strategically contributing to the objectives of Amnesty International's Language Resource Centre (LRC) Management Team and to the smooth running of the LRC's operations and activities;
- Determining and leading on high-level translation-related discussions with key stakeholders to ensure specific translation requirements and best practice are understood and integrated into the translation commissioning process;
- Elaborating new, analysis-based strategies and workflows for efficient and flexible use of translation resources and improved quality management;
- Developing existing capacities in line with allocated budget to meet the evolving demands of the movement;
- Defining and implementing translation sourcing strategies & plans at regional and global level;
- Driving any review and implementation of any translation and terminology technology that will allow for an efficient and fit-for-purpose translation service;
- Overseeing the production of various types of documents and communications in multiple languages and formats, including multilingual design & typesetting, and archiving;
- Producing periodic activity reports and providing senior management with professional advice and/or information pertaining to the translation field;
- Providing operational guidance to translation roles in Amnesty International's national offices around the world with the aim of helping them build translation standards and criteria at local level;
- Maintaining the connection with the translation industry in order to keep abreast of any latest developments vis-à-vis industry standards and innovative approaches to translation;
- Representing Amnesty International's Language Resource Centre and its translation department in both internal and external high-level meetings as well as language industry events.

01/2022 – CURRENT

CO-CHAIR OF THE GLOBAL COALITION FOR LANGUAGE RIGHTS (GCLR) – PRO BONO

The Global Coalition for Language Rights (www.coalitionforlanguagerights.org) is a group of individuals and organizations working at the intersection of languages and human rights. The goal of this group is to support global efforts towards increasing access to critical information/services and equal digital representation beyond language barriers, and creating proactive responses to social, educational, economic and environmental challenges that include not only speakers of mainstream languages, but also Indigenous languages and underrepresented languages. Its aim is to engage in a global conversation that will allow us to find ways to be more effective locally.

In the role of co-Chair, I provide structure and strategic direction to the Coalition in line with its mission and in collaboration with the other two co-Chairs and members.

06/2021 – CURRENT – Brussels, Belgium

BOARD MEMBER OF THE LIND – EUROPEAN COMMISSION

The Language Industry (LIND) Expert Group is made up of influential language industry representatives who work pro bono to assist the European Commission's Directorate-General for Translation by providing expertise in language industry aspects in the field of translation, language data and language technologies. Its role as an industry think-tank has been established over the years and it is involved in many pioneering fields such as industry-academia cooperation and new industry profiles. The Group raises awareness of language industry matters and gives expert opinions on issues linking academic and working life in the translation sector, as well as changes required by increasing digitalisation. The data-related objective of the expert group is to facilitate, collect and analyse language industry-related data via surveys and structural modifications to data classification systems such as NACE (EU Nomenclature of Economic Activities), ISCO (International Standard Classification of Occupations) and ESCO (European Skills, Competences, Qualifications and Occupations). The Group also provides advice on management and use of language data.

03/2014 – 06/2014 – London, United Kingdom

ASSISTANT OPERATIONS MANAGER – TRANSLATE PLUS LTD.

Team Manager's duties with the additional role of defining, creating and leading the in-house Quality department, which included the following responsibilities:

- Developing language quality criteria with their weights and acceptability thresholds;
- Recommending translation process best practices and establishing protocols for handling feedback;
- Overseeing and guiding the creation of language-specific linguistic assets by Translations Quality Auditors/ Reviews (e.g. style guides, glossaries, etc.) and by the translation vendors (e.g. translation memories, automated QA settings, etc.);
- In cooperation with the Translations Vendor Manager, driving the creation and execution of quality action plans by the translation vendors to consistently meet or exceed quality requirements;
- Participating in client feedback escalations, identifying the root cause and guiding the project team through an appropriate corrective action plan;
- Managing a team of internal Translation Quality Specialists and independent third parties tasked with performing audits and reviews.
- Managing the in-house design and typesetting team, and embedding their workflow in the overall quality assurance process.

10/2012 – 02/2014 – London, United Kingdom

TEAM MANAGER – TRANSLATE PLUS LTD.

- Managing workload, giving instructions and allocating tasks evenly to the team;
- Mentoring, motivating and supervising team members based in various locations worldwide, as well as influencing them to take positive action and accountability for their assigned work;
- Using the most advanced Terminology Management and QA tools to ensure the delivery of accurate, consistent and high-quality translations;
- Supporting other members of the team in translation estimate analysis and preparation;
- Carrying out regular performance development reviews for each team member and identifying their individual development needs;

- Managing several major client accounts, organizing project-related meetings, ensuring customer satisfaction;
- Working closely with the Linguistic Resources Department to allocate projects to valued, experienced resources suited to both the client's needs and the relevant field of expertise;
- Collaborating with other departments to provide high quality, customer-focused services and seamless processes;
- Supporting the Operations Director in continually seeking to improve the quality and cost-effectiveness of the service provided (incl. monitoring customer feedback and performance data);
- Writing status and progress reports for the Operations Director;
- Promptly investigating difficult or irregular claims and resolving any issues or disputes.

07/2011 – 09/2012 – London, United Kingdom

PROJECT MANAGER – TRANSLATE PLUS LTD.

- Maintaining regular contact with clients, building trusting relationships with them, keeping them informed about the process of their projects;
- Defining project scope, goals and deliverables that support business goals;
- Assigning suitable team members (translators, proofreaders, etc.) for multiple projects concurrently;
- Managing projects from planning through to timely delivery;
- Monitoring workflows, investigating and minimizing delays;
- Managing project budgets and negotiating rates with freelancers;
- Ensuring that all quality checks have been carried out satisfactorily;
- Maintaining computer-assisted translation tools, in terms of quality control and consistency;
- Effectively multi-tasking and managing a heavy workload in a fast-paced work environment.

2010 – 2011 – Forlì, Italy

TRANSLATOR, TERMINOLOGIST, INTERPRETER – FREELANCE

Collaborating with various Europe-based agency and private clients for the delivery of translation, terminology as well as liaison and consecutive interpreting services in different fields of expertise. Specifically:

- EN/FR > IT translation, copyediting and proofreading of financial, institutional, technical and marketing documents;
- Multilingual glossary creation and management mainly for European multi-lateral projects in the field of education;
- EN/FR <> IT liaison and consecutive interpreting of business and institutional meetings and events.

2009 – 2009 – Brussels, Belgium

TRANSLATOR (VOLUNTEER INTERNSHIP) – DIRECTORATE-GENERAL FOR TRANSLATION OF THE EUROPEAN COMMISSION

EN/FR > IT translation and proofreading of legislative texts, press releases, parliamentary questions and other documents required by the departments of the European Commission.

EDUCATION AND TRAINING

06/2021

GLOBAL LANGUAGE STRATEGY MASTER CLASS – The Localization Institute

11/2020

MONITORING AND EVALUATION CERTIFICATION PROGRAMME – ITCILO

2020 – 2020

CERTIFICATE IN DISRUPTIVE STRATEGY – Harvard Business School Online

2010 – 2011 – London, United Kingdom

MASTER OF ARTS (MA), TRANSLATION AND INTERPRETING – University of Westminster

Address London, United Kingdom

2009 – 2009

DIPLOME DE FRANÇAIS PROFESSIONNEL – AFFAIRES C1 – Chambre de Commerce et d'Industrie de Paris

2007 – 2009 – Forlì, Italy

MASTER'S DEGREE IN TRANSLATION FOR SPECIAL PURPOSES AND FOR PUBLISHING – Advanced School of Modern Languages for Interpreters and Translators (University of Bologna)

Address Forlì, Italy

2003 – 2006 – Perugia, Italy

BACHELOR'S DEGREE IN APPLIED LANGUAGES FOR BUSINESS MEDIATION – University of Perugia

Address Perugia, Italy

● LANGUAGE SKILLS

Mother tongue(s): **ITALIAN**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
FRENCH	C2	C2	C2	C2	C2
ENGLISH	C2	C2	C2	C2	C2
SPANISH	C2	C2	C2	C2	C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● DIGITAL SKILLS

My Digital Skills

Computer-Aided Translation (CAT) Tools | Translation Quality Assurance Tools (SDL Trados Quality Checker Xbench) | Terminology management tools (TermStar - MultiTerm) | online simultaneous interpretation | Experience with Machine translation. | Translation Management Systems | MS Office (Word, Excel, PowerPoint, Outlook, OneDrive, OneNote) | Collaboration Tools (MS Teams, Zoom, Webex, Skype for Business) | MemoQ translation software

● PUBLICATIONS

'The Principle of Rightness at Amnesty International's Translation Service', in: 'Translation Quality in the Age of Digital Transformation', published by BDÜ Weiterbildungs- und Fachverlagsgesellschaft mbH

ISBN 978-3-946702-12-2

https://www.bdue-fachverlag.de/detail_book/150 – 2020

This collective volume represents a strong link between theory and practice. On one hand, it reflects findings, tips, strategies and suggestions from day-to-day work; on the other hand, it addresses basic theory and offers a reflective and multifaceted way into the set of issues surrounding quality and translation: the dimensions of translation quality, the factors that have a significant influence on translation quality, the importance of the elements of the translational ecosystem for achieving translation quality, and its application in practice.

'The role of translation in the fight for human rights', in 'Translating Crises', pending publication by Bloomsbury Academic

2021

This collective volume (to be published in the second half of 2021) will describe, reflect and evaluate the role of translation and interpreting in crisis settings, including but not limited to pandemics, health emergencies, severe weather events, earthquakes, terrorist attacks, mass accidents, etc. Among its goals, it will aim to provide recommendations for future action that would allow for more effective multilingual communication in the case of future crises across all stages – mitigation, preparation, response and recovery. Contributors come from prominent voices in their respective disciplines, and include established professionals, committed NGO workers and human rights specialists, as well as educators. The volume will be edited by Prof. Federico Federici (Professor of Intercultural Crisis Communication, UCL, London) and Prof. Sharon O'Brien (Professor of Translation Studies, DCU, Dublin).

● CONFERENCES AND SEMINARS

10/02/2021 – 10/02/2021 – Online

LocFromHome

Panellist: "Language for a Just World: How international NGOs use language to help others".

<https://www.smartcat.com/locfromhome3>

01/2020 – 01/2020 – Amsterdam, The Netherlands

Think Global Forum

Keynote speaker

<https://www.thinkglobalforum.org/tgf-amsterdam-2020>

12/2019 – 12/2019 – Brussels

Translating for Europe Forum

Speaker in the plenary session: "Empowering people - How public institutions and civil society benefit from translation".

https://ec.europa.eu/info/events/2019TEF_en#:~:text=The 6th edition of the,online via live web-stream.

12/2014 – 12/2014 – Brussels

Translation Research for Industry and Governance (TRIG) conference

The programme of the TRIG conference is available at the link below.

Article presented: 'Amnesty International Language Resource Centre as a Source of Opportunities for Research on Translation and Interpretation' by Patricia Combeaud Bonallack, Lucio Bagnulo and Julián Liaño.

<http://www.celelc.org/Events/Conference-TRIG-2014.html>

VOLUNTEERING

01/2021 – 01/2021

Think Global Awards

Online

Member of the Awards Judging Panel

<https://www.thinkglobalforum.org/think-global-awards>

2010 – 2012

Translator

Italy

EN > IT translation of articles and press releases for OXFAM Italia

HONOURS AND AWARDS

04/2022

Language Industry Person of The Year – Think Global Awards

The Language Industry Person of the Year Award goes to the individual who demonstrates outstanding leadership, understanding, or innovation in the language and localization industry.

<https://thinkglobalawards.com/prior-winners>