

# Ilya Garaeff

Localization PM | Process Optimization | AI & EdTech Operations

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**PROFESSIONAL SUMMARY: Certified CAPM Project Manager** experienced in leading cross-functional delivery across localization, AI, healthcare, and education environments. Proven track record designing scalable processes, implementing QA governance, and driving measurable operational improvements in multilingual, distributed teams.

## SKILLS

- Project & Program Management: Planning, Risk, Stakeholders, OKRs, KPIs
- Agile & Delivery: Scrum, Sprint Planning, Backlogs, Retrospectives
- Analysis & Research: Market Research, Process Mapping, Data Validation
- Communication: Cross-cultural Facilitation, Client & Executive Reporting

## TOOLS

Jira, Confluence, Miro, Asana, ClickUp, Figma, Monday.com, Trello, Smartcat, Google Analytics

## LANGUAGES

Russian (Native) | English (C1) | Spanish (B2) | Chinese (B2)

## VOLUNTEERING

08/2025 to Present Translation Commons Cupertino, CA, USA  
Localization Project Manager

- Led end-to-end LATAM website localization, coordinating Design, Engineering, and Linguistics teams to deliver a culturally adapted Spanish digital experience ahead of schedule and below projected resource allocation, while preserving UI integrity and brand consistency.
- Directed the Russian localization stream for the *Mentoring Guidelines for Indigenous Translators and Interpreters* project (5,693 words), managing translation, review, LQA, and DTP workflows in Smartcat and completing delivery before the 90-day deadline with optimized resource utilization.
- Implemented structured communication cadences, QA governance, and documentation standardization processes, reducing rework cycles and establishing scalable localization workflows for future regional expansions.

07/2025 to 11/2025 AYP Business School Boston, MT, USA  
Project Manager

- Designed and implemented a comprehensive Quality Control (QC) system across 12+ e-learning courses, standardizing review workflows and reducing revision cycles by 30%, while improving instructional consistency and content reliability.
- Built performance analytics dashboards in SmartSuite to track 10+ course KPIs (completion rates, engagement metrics, revision frequency), enabling data-driven decisions that improved course update turnaround time by 25%.
- Authored and institutionalized formal Quality Control Manual adopted across the department, streamlining approval workflows and accelerating content deployment timelines by 20%, while reducing cross-team clarification requests.

## EXPERIENCE

07/2023 to Present                      One World Global Services LLC                      San Francisco, CA, USA

Project Communication Specialist | Healthcare Operations

- Coordinated multilingual communication workflows across 2,000+ U.S. medical cases, ensuring real-time alignment between physicians, patients, and case managers, contributing to a 20% reduction in case processing delays.
- Structured documentation and clarification protocols across high-stakes medical interactions, proactively mitigating miscommunication risks and decreasing follow-up escalations by 25%.
- Maintained 100% HIPAA compliance by implementing confidentiality safeguards and risk-aware communication practices, operating in a zero-error tolerance healthcare environment.

01/2025 to 05/2025                      Turing                      Palo Alto, CA, USA

Business Analyst

- Led multilingual content validation workflows for AI model training across 4 languages, reviewing 5,000+ data samples and reducing flagged output inconsistencies by 18% through structured linguistic QA.
- Coordinated with a 10-member cross-functional product and research team, aligning validation priorities with sprint timelines and model performance objectives to support iterative LLM improvements.
- Designed structured feedback loops and validation criteria for training data refinement, increasing cross-language consistency and improving cultural accuracy across target markets.

## EDUCATION

Master of Policy and Management of Science and Technology  
University of Buenos Aires — Argentina | 2025

Master of International Business Administration  
National Sun Yat-sen University — Taiwan | 2021

## CERTIFICATIONS

Certified associate in project management (CAPM)  
Project Management Institute (PMI) 2025

Google Project Management Certificate  
Google 2025