

VALENTYNA POPOVSKA

BUSINESS & TECHNICAL TRANSLATOR | OPERATIONS DIRECTOR | ENGLISH - RUSSIAN - UKRAINIAN

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PROFESSIONAL SUMMARY

Business & Technical Translator and Operations Executive with over 15 years of international business experience, combining executive leadership with professional translation, localization, proofreading and multilingual business communication.

A native Russian and Ukrainian speaker with formal academic qualifications in English Language and Literature, I offer a level of English proficiency that extends far beyond my education. Having lived and worked in an English-speaking environment for more than 15 years, I have developed near-native fluency through daily professional use across executive leadership, commercial negotiations, technical documentation, legal and compliance materials, HR documentation, marketing communications and customer-facing content.

My unique combination of linguistic expertise and senior commercial experience enables me to translate not only language, but also business intent, technical terminology and cultural context. I specialize in business and technical translation, website localization, AI translation post-editing (MTPE), proofreading and linguistic quality assurance across English, Russian and Ukrainian.

Alongside my executive responsibilities, I have delivered professional translation and localization services for corporate documentation, operational procedures, technical manuals, marketing campaigns, product content, customer communications and multilingual business projects, ensuring that every translation is accurate, culturally appropriate and commercially effective.

TRANSLATION & BUSINESS EXPERTISE

Translation & Localization

English -> Russian | English -> Ukrainian | Russian/Ukrainian -> English |
Business and technical translation | Website and CRM localization

Specialist Content

iGaming and lottery | Operations | HR and recruitment | SOPs | Policies and
T&Cs | Marketing and CRM | Product and technical documentation

Editing & Quality

Proofreading | Translation review | AI/MT post-editing | Terminology
consistency | Style and tone adaptation | Linguistic QA

Business & Systems

Executive reporting | Cross-functional delivery | CRM and contact center
platforms | Statamic | Laravel Nova | Jira | Asana | Microsoft Office

TRANSLATION & LANGUAGE EXPERIENCE

Freelance Translator, Proofreader & Localization Specialist |

Ongoing - Part-time

Independent

Remote

- Provide English-Russian and English-Ukrainian translation and proofreading services for business, marketing, technical, HR, and customer-facing content.
- Review and refine translated and AI-assisted material for accuracy, grammar, terminology, tone, cultural suitability, and consistency.
- Adapt source material for target audiences rather than relying on literal translation, preserving commercial intent, brand voice, and regulatory meaning.
- Handle confidential documents with discretion and manage assignments independently from briefing through final quality assurance and delivery.

Internal Corporate Translator & Language Reviewer | Neezy

2017 - Present

Technologies Ltd / Group Companies

Cape Town, South Africa

- Translate and localize operational, customer, product, marketing, and technical materials between English, Russian, and Ukrainian alongside core leadership responsibilities.
- Proofread multilingual customer communications, promotional campaigns, policies, process documentation, website content, and internal communications before release.
- Partner with operations, marketing, compliance, and technical teams to standardize terminology and ensure translated content remains accurate across multiple territories.
- Support language-market launches through content adaptation, linguistic review, and validation of customer journeys, platform messaging, and support materials.

PROFESSIONAL EXPERIENCE

Corporate Operations Director | Neezy Technologies Ltd (Group companies: Straight Line Solutions | CallX1)

2020 - Present

Cape Town, South Africa

- Lead multi-territory operations across acquisition, sales, retention, and customer support for a 50+ seat contact center, reporting directly to CEO-level leadership.
- Direct cross-functional B2B technical integrations involving payment systems, CRM tools, content platforms, marketing, compliance, and third-party vendors.
- Own the creation and quality review of executive reports, SOPs, policies, training materials, customer communications, and product documentation, including multilingual adaptation where required.
- Lead recruitment, onboarding, workforce planning, performance management, and manager development across multiple departments.
- Directed operational expansion into five language territories, coordinating content adaptation, platform readiness, support processes, and KPI tracking with no service disruption.

Operations Manager | Neezy Technologies Ltd (Group companies: Straight Line Solutions | CallX1)

Apr 2017 - 2020

Cape Town, South Africa

- Built scalable operational frameworks that supported rapid headcount and revenue growth while maintaining service quality and business continuity.
- Drove revenue improvement through performance management, upselling, customer engagement optimization, and multilingual market support.
- Monitored refunds, chargebacks, cancellations, and territory-level financial activity to protect revenue integrity and customer trust.

EARLIER CAREER

Second Assistant Manager | Princess Cruises

Feb 2012 - Nov 2016

Worldwide

- Managed onboard retail operations, reporting, merchandising, inventory control, staff training, and customer service in a highly international environment.
- Designed and delivered onboarding and customer-handling training for multinational teams, including scripts, role-play, and sales communication standards.
- Promoted from entry-level to junior management within three years based on sustained performance and leadership contribution.

Senior Commercial Specialist | Delta Wilmar CIS

Sep 2009 - Feb 2012

Odesa, Ukraine

- Managed international trading contracts, pricing models, and commercial correspondence for bulk commodity shipments.
- Communicated with global buyers and represented the company at trade conferences, supporting negotiations across languages and cultures.

SELECTED TRANSLATION CONTENT

Business reports and presentations | SOPs and process documents | HR policies and recruitment materials | Training manuals | Website and landing-page copy | CRM emails and customer notices | Product and technical documentation | Terms and Conditions | Compliance communications | iGaming and promotional content

EDUCATION & PROFESSIONAL DEVELOPMENT

Financial Modeling & Valuation Analyst (FMVA®) - Corporate Finance Institute | In progress, 2026

Master's Degree, Language and Literature - National University I.I. Mechnikov, Ukraine | 2008

Bachelor's Degree, English Phonetics - National University I.I. Mechnikov, Ukraine | 2007

Bachelor Diploma, General Science - Pedagogical College G. Asachi, Moldova | 2003

LANGUAGES

Russian - Native | Ukrainian - Native | English - C1 / Professional | Romanian - C1