

MARTIN OLIVER LUCERO

Texas Triangle, HTX adjacent | Open to remote opportunities and paid relocation | martin-lucero.me

PROFESSIONAL SUMMARY

Analytical professional with extensive experience evaluating complex healthcare, clinical, regulatory, and operational information against defined standards. Skilled at applying classification criteria, identifying inconsistencies, documenting ambiguous cases, maintaining terminology and data consistency, and following structured review processes rather than personal preference. Background includes regulated healthcare documentation, clinical-trial content, quality review, vendor evaluation, CRM data cleanup, donor-record reconciliation, workflow documentation, and process improvement.

CORE STRENGTHS

Standards-Based Classification: Apply defined criteria, rubrics, templates, terminology rules, and review guidelines to complex information.

Healthcare and Clinical Content Review: Work with clinical-trial, pharmaceutical, safety, regulatory, and patient-facing healthcare documentation requiring accuracy, consistency, and confidentiality.

Ambiguity Handling and Escalation: Identify cases that do not clearly fit existing categories, check guidance or precedent, document the issue, and escalate when needed.

Consistency Across High-Volume Work: Maintain consistent decisions across files, records, vendors, documents, and review cycles by relying on documented standards.

Quality Review and Error Detection: Identify omissions, inconsistencies, terminology problems, formatting errors, record discrepancies, workflow failures, and unclear instructions.

Data Accuracy and Record Validation: Clean, standardize, reconcile, and validate structured records across CRM, donor, reporting, and operational systems.

Documentation and Decision Tracking: Create issue logs, query notes, process documentation, training materials, clarification comments, and repeatable procedures.

RELEVANT EVIDENCE

- Applied regulatory rubrics to complex clinical, regulatory, pharmaceutical, legal, technical, and patient-facing healthcare documentation for accuracy, consistency, terminology control, and adherence to applicable standards.
- Utilized controlled terminology, client instructions, style guides, quality criteria, reference materials, and regulatory expectations to maintain consistency across high-volume documentation.
- Classified ambiguous, inconsistent, incomplete, or unclear content and documented questions, corrections, or escalation points before final delivery.
- Evaluated vendor and reviewer output using defined quality standards, provided feedback, and supported calibration across distributed review teams.
- Standardized record categories in Salesforce NPSP from legacy data, including cleanup, validation, duplicate review, segmentation, and import preparation.
- Maintained data records in cross-departmental CRM tools.
- Developed Python and Power Automate workflow tools to reduce manual process entry and costs by more than 80%.
- Created process and workflow documentation, training materials, rubrics, and edge-case or known-issue workarounds to make recurring tasks more accurate and repeatable.

PROFESSIONAL EXPERIENCE

Office Manager/Project Specialist | 2025

Child Advocacy Center of Central Missouri | Columbia, MO

Regional child assessment and advocacy center investigating child abuse, neglect, and related crimes

- Recovered donor records from a legacy database and restructured records in Salesforce NPSP through cleanup, validation, deduplication, and import preparation.
- Classified and segmented donor records into usable groups for outreach, reporting, campaign planning, and constituent tracking.
- Established processes for managing gift and constituent data between Givebutter and Salesforce NPSP CRMs to improve consistency and reconciliation.

- Identified record gaps, duplicate entries, formatting problems, and incomplete data before CRM import.
- Organized shared drives, internal file structures, operational notes, and reference materials to make information easier to locate and use.
- Created fundraising materials, campaign files, vendor-ready documents, and digital content requiring accuracy across multiple formats.
- Provided staff technology support and coordinated vendor escalation when system issues affected operational access or workflow continuity.

Advancement Services Coordinator | 2024 - 2025

Westminster College | Fulton, MO

Private liberal arts institution

- Processed and reviewed gift records in Raiser's Edge, ensuring accurate donor information, fund designation, receipt documentation, and pledge tracking.
- Reconciled records across Advancement, Alumni, Finance, online giving portals, payment processors, matching-gift systems, and business-office records.
- Identified inconsistencies in donor, payment, receipt, fund, and tax-documentation data and coordinated corrections with internal teams.
- Generated donor, fund, and operational reports used for fundraising, finance review, stewardship, and institutional reporting.
- Responded to donor inquiries involving payments, receipts, tax documentation, and giving-platform records.
- Developed reusable reporting templates and Python and Power Automate tools that reduced manual acknowledgment and reconciliation work by more than 80%.
- Supported stewardship and donor events through participant tracking, receipting, record review, and documentation support.

Principal Consultant & Owner | 2017 - 2024

justINCREDIBLE Translations, LLC | Houston, TX

Independent consultancy delivering language and regulatory communication services for clinical clients

- Managed clinical, healthcare, regulatory, legal, technical, and business documentation projects requiring accuracy, confidentiality, terminology control, and deadline adherence.
- Reviewed translated and source documentation against client instructions, approved terminology, style guides, regulatory expectations, and formatting requirements.
- Identified omissions, additions, inconsistencies, terminology errors, formatting problems, unclear source text, and ambiguous requirements.
- Created query notes, issue logs, clarification comments, terminology notes, and delivery instructions to document review decisions and unresolved questions.
- Coordinated freelance vendors and reviewers, assigning work based on project requirements, quality expectations, subject matter, and delivery timelines.
- Reviewed vendor output for consistency, accuracy, terminology adherence, and compliance with project-specific standards.
- Maintained final quality responsibility for independent client projects before delivery.

Language Lead | 2007 - 2017

Lionbridge Technologies, Inc. | Framingham, MA

Global leader in localization and content management services

- Managed linguistic quality for multilingual clinical, pharmaceutical, medical-device, regulatory, legal, and technical documentation accounts.
- Applied style guides, terminology rules, severity frameworks, quality metrics, client instructions, and regulatory expectations to evaluate reviewer and vendor output.
- Conducted comparative review, reconciliation, back translation review, terminology review, and quality checks across regulated and client-sensitive content.
- Evaluated vendor tests and production work, documented deviations from standards, provided structured feedback, and supported reviewer calibration.
- Resolved unclear quality-review cases by checking precedent, consulting guidance, escalating questions, and documenting decisions for future consistency.

- Created and maintained style guides, reviewer instructions, training materials, process documentation, terminology guidance, and short video guides.
- Worked with project managers, vendors, reviewers, QA staff, engineering teams, and client-facing teams to resolve workflow, tool, quality, and delivery issues.
- Supported clinical-trial and pharmacovigilance-related documentation workflows involving FDA, EMA, ICH, MedDRA, EDQM, client terminology, and regulated-content requirements.

Graduate Assistant | 2005 - 2007

Institute of Applied Linguistics, Kent State University | Kent, OH

Public university

- Designed and provided instruction of introductory Russian and German courses, adapting the syllabus per learner needs and departmental rubrics.
- Provided direct technical support for translation lab systems, troubleshooting software and equipment issues for faculty and graduate students.
- Assisted faculty with instructional materials and documentation for courses covering translation technology and industry software.
- Supported documentation consistency and process quality for academic projects in translation and applied linguistics.

Intern | 2006

US Department of State, Houston Passport Agency | Houston, TX

Paid summer internship program through the US Department of State

- Maintained databases used in secret joint missions with international governments for the fraud department.
- Liaised with various domestic and international partners concerning vital record and passport fraud.
- Authored documentation under the supervision of the Customer Service Manager to distribute to passport acceptance outlets in Arkansas, Colorado, New Mexico, Oklahoma, and Texas.
- Designed evacuation plan support material for all agency employees.

TOOLS

Salesforce NPSP | Raiser's Edge | Givebutler | Python | Power Automate | Excel | Microsoft Office | Trados | memoQ | XLIFF Editor | Translation Management Systems | Content Management Systems | QA Tools | Terminology Resources | CRM Import/Export Templates | Reporting Templates

EDUCATION

Master of Arts, Translation - Kent State University, 2007

Certificate, Teaching English to Speakers of Other Languages - Cambridge University / Berlin School of English, 2007

Bachelor of Arts, Russian and International & Area Studies - University of Oklahoma, 2005

Certificate, Russian as a Foreign Language - Nevskij Institute of Language and Culture, 2004

LANGUAGES

English | French | German | Spanish | Russian