

PROFILE

I am an excellence-driven translator, counting on 19 years of impeccable international professional experience in Translation, Localization, Proofreading, Editing, as well as Quality Control and Management. I have a deep understanding and rock solid know-how of the entire translation project life cycle, as an independent or in-house translator and project manager.

EXPERIENCE**LANGUAGE LOCALIZATION POC FOR INTERNATIONALISATION TEAM & CUSTOMER OPERATIONS ADVISOR — NOVEMBER 2014-PRESENT — SQUARESPACE IRELAND LIMITED - DUBLIN, IRELAND**

Achievements celebrated include:

- ▶ **Brazilian/European Portuguese Point of Contact for the Internationalization Team**
 - Language Translator and Editor in a TEP environment (EN > BR/EU PT);
 - Recommended the creation of language-specific Glossaries and Style Guides for the entire Team;
 - BR/EU PT Glossary and Style Guide creation, management and update;
 - Source content analysis when an external MLV was brought into the project;
 - Quality management, ensuring Squarespace's tone and voice were always reflected in all translated material;
 - Foreign language assessments of new hire applications in Brazilian and European Portuguese;
 - Internal Documentation revision project.
- ▶ **Progression through Level 1 support to Level 2 (6 months). Progression into Multichannel Support (1 year)**

Progression through roles achieved thanks to:

 - Consistent CSAT ratings of 95.6% in Email (4.9% above EMEA average and 5.4% above Global);
 - CSAT rate average of 95.8% in Live Chat;
 - 93.8% internal Quality Control score (6.3% above EMEA average and 5.5% above Global);
 - Areas of support include: Website and eCommerce Store Setup, Design and Troubleshooting (including HTML, Javascript and CSS code workarounds), Mobile Optimization, and SEO, among others;
 - Presentations at Local Meetings (100+ audience) on Positive Language, Quality Control, Internationalization, Translation Strategies, Introduction to the Portuguese Language;
 - Mentoring junior team members in product knowledge, internal policies compliance, and quality control.

INDEPENDENT MULTILINGUAL TOUR GUIDE — MAY 2014-SEPTEMBER 2014 — IRELAND

Worked as a Tour Guide, offering tours in English, Portuguese and Spanish to tourism operators and language schools.

INDEPENDENT FULL-TIME TECHNICAL TRANSLATOR — OCTOBER 1996-NOVEMBER 2014

- Developed an in-depth understanding of all aspects entailed in the translation process, namely terminology creation, research and management, concern for utmost consistency and attention to detail, including a full awareness of the different registers and demands of each specialisation area.
- Tackled countless Translation, Localization, Proofreading, Editing, and Quality Assessment jobs, as well as Project Management responsibilities, including budgeting and invoicing (mastering the entire translation project life cycle).
- Responsible for solely supervising and managing off-site translators' output in big-scale international projects, according to the client's quality standards and guidelines, by creating style guides and terminology databases.

I have been very fortunate to be assigned and commended for an extensive body of work in the following industries:

- IT:

With prevalence in SAP, Software and Hardware Engineering, Software and Hardware Documentation (Interfaces, Operator and User Manuals), Telecommunications, Websites;

Main accounts include: Dell Inc, Drupal, Garmin Ltd, GE, Microsoft Corporation, Nokia, Siemens AG, Squarespace, Vodafone Group PLC

- Technology:

With prevalence in Automotive, Aviation, Building and Public Works, Electronic and Electrical Engineering, Engineering, Industrial Structures and Policies, Mechanical Engineering, Material Safety Data Sheets, Technological and Technical Regulations, Transport;

Main accounts include: Black & Decker, Delphi Corporation, Electricidade dos Açores SA, Enercon Industries Ltd, Garmin Ltd, Hitachi Ltd, International Airline Passengers Association, LG Corporation, Philips Electronics NV, Porsche AG, SATA, Unitech Group, VWS Westgarth Ltd

- Medicine & Pharmaceuticals:

With prevalence in Bacteriology, Biomedicine, Dentistry, Medical Devices Specs and Instructions, Medicine, Microbiology, Occupational Health and Industrial Hygiene, Ophthalmology, Pharmacology;

Main accounts include: Allergan Inc, Arrow International Inc, Covidien Ltd, GE Healthcare, GlaxoSmithKline PLC, Johnson & Johnson, Medtronic Inc, Pall Corporation, Procter & Gamble Co., Siemens Healthcare, Roche Diagnostics Corporation, Teleflex Medical GmbH, Terumo Corporation

- Business & Finance:

With prevalence in Advertisement, Marketing Material and Web Content, Balance Sheets, Branding, Business Organizational Structure and Services, Credit and Financial Reports, Financing and Investment, Insurance, Letter-Writing, Quality Certification;

Main accounts include: Adidas AG, Barclays PLC, HSBC Holdings PLC, Nike Inc, Santander Group, Ulster Bank Ltd

- Environment:

With prevalence in Ecology and Environment, Environmental Policies, Environmental Studies;

Main accounts include: Mitsui Babcock Energy Ltd, Veolia Environment

- International Relations:

With prevalence in Sociology, Cooperation Policies, Ethnic and Cultural Studies, Human Rights and World Relief International Organizations;

Main accounts include: Amnesty International, Christian Aid, CODESRIA, Save the Children, The Core Group, UNDP, Unicef

ASSISTANT TRANSLATION PROFESSOR, ISLA — SEPTEMBER 1997-JULY 1998**INSTITUTO SUPERIOR DE LÍNGUAS E ADMINISTRAÇÃO DE GAIA - VILA NOVA DE GAIA, PORTUGAL**

Taught English into Portuguese and Portuguese into English Translation to 2nd and 3rd year students as an invited professor.

EDUCATION**FACULDADE DE LETRAS DA UNIVERSIDADE DO PORTO, PORTUGAL — 1997-1999**

Post-Graduate Degree in Translation Studies, Literary Translation (English and Portuguese)

INSTITUTO SUPERIOR DE LÍNGUAS E ADMINISTRAÇÃO DE GAIA, PORTUGAL — 1993-1997

Licentiate Degree in Translation Sciences, Compared Cultures and Linguistics (Portuguese, English and German)

LANGUAGES

Portuguese native-speaker. Proficient in English, Brazilian Portuguese, and Spanish. Fluent in German.

SKILLS

- Strong organizational skills with ability to multi-task and work independently with minimal supervision;
- Analytical, with great focus on detail, and ability to make effective decisions;
- Strong ability to plan, manage and execute multiple concurrent projects, while meeting strict deadlines;
- Critical capacity to manage shifting priorities;
- Excellent interpersonal and communication skills;
- Sharp ability to provide effective feedback;
- Outstanding faculty to integrate a multicultural, collaborative, and cross-functional environment;
- Working knowledge of various Computer Assisted Translation tools;, namely SDL TRADOS, SDLX, DÉJÀ VU, Wordfast;
- Great aptitude to promptly pick up new skills.

PERSONAL INTERESTS

Languages & linguistics, cooking & baking, traveling, photography, swimming, hiking.