



PERSONAL INFORMATIONS

Grazia Valdem

Italian national

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📅 Date of birth 18/02/1960 | 📍 Place of birth Milan

WORK EXPERIENCE

Professional Translations
Foreign sales back-office
Human Resources

07/2018-03/2020 **Free lance translator**

I made some transcription jobs and the translation from English into Italian of **the complete website for a Portuguese Real Estate Company**, about 400 pages.

At present, I'm taking care of the website maintenance regarding Italian language pages. I recently worked as foreign sales and marketing back office for a leading enterprise in the industry field, **including translations of business mails, technical sheets, agreements and tenders**. Also **interpreter from English into Italian and reverse**.

15/03/2017 – 16/03/2018 **Foreign sales back office**

In a primary company in the industry field, I cared for **processing and submission of commercial offers in English and French** languages, using MS Office utility and a CRM program at advanced level.

Daily commercial / technical translations from Italian into English and French and reverse.

I was also in charge of sales development in order to find new agents/dealers worldwide.

05/2016 – 03/2017 **Foreign sales back office**

In a primary company in the heavy industry field, I cared for **processing and submission of commercial offers in English language**, using MS Office Excel utility and a CRM program at advanced level.

I kept in contact daily with customers, both by telephone and e-mail, for following-up until order acquisition.

07/2014 – 12/2015

Country and foreign sales back-office

In a family run company in the heavy industry field, I was in charge of **processing and submission of commercial offers**, customer care, order confirmation, assistance to the sales manager.

Daily **commercial and technical translations from Italian into English and reverse.**

Interpreter from English into Italian and reverse.

2012 – 2014

Freelance translator from English into Italian

I took care of translations in the business and legal fields. In detail:

- Marketing and Advertisements
- Technical newsletters
- Scientific pharmaceutical product documentation and instructions
- High Tech product documentation and instructions
- Tendering documents
- Procurement contracts

10/2010 – 9/2012

Office manager for a holiday and residential hotel

Check-in Check-out and support to Italian and foreign clients during their stay.

Interpreter from English into Italian and reverse.

6/2009-7/2010

Sales manager assistant for a food supplier company

Customer care mainly with foreign customers, English and French speaking. Orders acquisition, attendance to national and international exhibitions.

Interpreter from English into Italian and reverse.

2006-2008

Assistant to the General Manager for a project and construction company

I took care of reception, country and foreign correspondence, basic administration.

Translations of business contracts from Italian into English.

2000 - 2006

HR Consultant for a human resources consulting firm

1996 - 1999

Sales manager assistant for a trading Company in the automotive field

1984 – 1996

HR Assistant for a human resources consulting firm

1981

Receptionist and **legal translator** at the South African Consulate General

EDUCATION

University Degree in Organizational Psychology

“Università degli Studi di Padova” Vote 110/110

Cambridge Proficiency

Cambridge UK

Italian High School Diploma
 "Liceo Scientifico A. Calini", Brescia, Italy
 Vote 60/60

U.S. High School Diploma
 Wiscasset ME, USA

PUBLICATIONS

La creatività Operativa (Operational Creativity)
 Torino: ISPER Edizioni

Direct Marketing (Translation from American English into Italian)
 Milano: Tecniche Nuove

PERSONAL SKILLS

Mother tongue Italian

Foreign languages

	COMPREHENSION	SPEAKING	WRITING	TRANSLATING
English	fluent	fluent	fluent	fluent
French	intermediate	basic	basic+	intermediate
Portoguese	Basic	beginner	beginner	Basic+

Relational skills

GOOD RELATIONAL SKILLS

Organizational skills

GOOD ORGANIZATIONAL SKILLS

Professional skills

OFFICE TASKS
 LANGUAGES SKILLS
 GOOD LISTENING SKILLS
 GOOD DIALECTICS
 ANALYSIS AND SYNTHESIS OF DATA SKILLS
 WRITING SKILLS
 MARKETING SKILLS FOR SALES DEVELOPMENT
 CUSTOMER CARE SKILLS
 ADVANCED PROCESSING OF COMMERCIAL OFFERS
 SUPPORT TO THE SALES NETWORK
 MANAGEMENT ASSISTANCE
 HUMAN RESOURCES SKILLS

Computer skills

FAMILIAR WITH WINDOWS OFFICE, CRM, DATA MANAGEMENT, E-MAIL AND INTERNET, SDL TRADOS 2019

Driving Licence

Yes

Privacy

I'm authorizing the use of my personal data in relation to my job application.

April 2020

Grazia Valdem