



Courtney Keeling Greenlaw

Expert trilingual trainer with over 20 years' experience in education; Successful track record with over 3,000 clients/students; Over 500,000 words translated from Italian/Spanish into English; Project Management experience in the training and CRM sectors; Excellent communication, public speaking and presentation skills gained through experience as an actress, saleswoman and trainer in the USA and Italy.

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+39.348.543.0214

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Skills

Language Service Provider
IT/SP - ENG

Project Manager

American Translators Assoc.
270439

Associazione Italiana Formatori
643

Languages

English (West Coast American)
native

Italian
C2

Spanish
C1/2

Work Experience

English Language Trainer - Business, General (exam preparation and university applications)

Freelance trainer VAT n. IT05619700965 Milan, Italy

2006 - Present

- Contact and contract with new and existing clients;
- conduct needs analysis and linguistic level testing;
- prepare and present financial and content offer;
- organize groups;
- schedule courses;
- develop lesson plans and gather content for tailored lessons;
- conduct individual and group lessons in English at company offices or via Skype;
- interact with C-level managers and other staff;
- create reports on attendance and progress:
- invoicing;
- networking and client follow-up to foster long-term relationships;
- prepare IELTS, TOEFL, TOIEC, BEC. CPE, SAT, First Certificate;
- help with university applications, personal statements, CVs, cover letters, LinkedIn profiles;
- format, edit and mentor thesis writing;
- job interview skills in English.

COMPANIES: Consortia: Assolombarda, GIMAV | **Consulting:** Adecco, BDO, Capgeinmi, Det Norsk Veritas Italia (Quality Assurance), DNV Global, Econocom, Europlacements, F2A, Fieldfisher (SASPI), McKinsey, Michael Page, PWC, Robert Half, TBWA | **Dental/Medical:** ADEC srl | **Energy:** Eaton Electric, Edison, Enel | **Engineering:** Andion Tech, Ansaldo, Bticino, BRE-Engineering, Prisma Engineering, Siirtec Nigi, Verga Engineering | **Entertainment:** Arnoldo Mondadori Editore SpA, Mediaset, Museo Nazionale della Scienza e Tecnologia Leonardo Da Vinci di Milano, Publitalia | **Fashion:** Louis Vuitton, Prada | **Finance:** BNL, CT&P, Fineco Bank, ICCREA, Intesi Group, Italease, IWBANK, Mutui Online SpA, Studio Caramanti Ticozzi & Partners - TELEM/ACS srl, UnicreditBanca | **IT:** Citel, IBM, Innovazione Digitale (Fondazione Politecnico di Milano), Lexmark, Netapp, Nokia. NTT Data, Oracle, PoliHub, Reply, Sophos, Stream, Schibsted (Subito, InfoJobs), Trebi | **Law:** Studio Legale Gardenal & Associati, Studio Legale Guariso, Studio Legale Mazzoni | **Manufacturing:** FHP -Vileda, Hawe, Monier, MPM, Procter & Gamble, Valcom | **Telecom:** British Telecom, Jtaltel, Sirti, T-Systems, Vodafone | **Transport/Logistics:** Air France, ALDAutomotive, Mercedes-Benz, SEA(Linate), Toyota, TreNord, Volkswagen-Aucogerma, UPS.

Universities: European School of Economics -Buckingham University, MIP Politecnico di Milano School of Business.

Language Schools & Associazioni: A.F.G.P. Centro Padre Piamarta, Milan; Associazione Servizi Formarivi, Milan; Corporate English s.r.l., Milan; De Agostini Editore S.p.A., Milan; digital publishing Italia s.r.l. (Speexx), Pavia; Education First, Milan & Lucerne, Switzerland; Enti Confindustriali Lombardi per l'Education (ECOLE), Cinisello Balsamo; Fondazione Luigi Clerici, Milan; Learnlight UK Limited, London; NOE Formazione, Bergamo; The Language Club, Milan; The Language Net s.r.l., Rome; Millenium Language School, Genova; Professional Advantage Training Italia. Rome; Servizi Estero S.p.A., Milan; Studio Linguistico London Eye, Settimo Milanese.

Translation, Editing, Proof-reading, Transcription, Subtitling, Transcreation, Consecutive Interpretating: Italian/Spanish into English

PROZ.com profile: <http://www.proz.com/translator/profile/1649593>
Milan, Italy

2007 - Present

Audit reports, balance sheets, business letters, comic books, contracts, fashion and luxury goods, food production & vending, hotel & travel, manuals, meeting minutes, novels, poetry, Power Point presentations, press releases, privacy statements, real estate, school transcripts, speeches, subtitles, videogames, video transcription, websites;

Contract Clients: Mashfrog S.p.A.: Rome, Italy; ZoneCreative srl: Biella, Italy; Moleiro Editor SA: Barcelona, Spain. | **Agencies:** **Argentina:** TranslationBackOffice s.a.: Córdoba | **Italy:** Arcadia: Pisa; Artbook s.a.s. di Eleota Massimiliano & C.: Genoa; Idiomas di Bertoni Antonella & C. s.n.c.: Bagnacavallo (Ra); Novilinguists Multimedia: Genoa; Romagna Lingue s.r.l.: Cesena (FC); Simultanea s.n.c.: Milan; Speedy Language Studio di L. Mazzoleni & C. s.a.s.: Bergamo; Studio Francesca Parmegiani: Milan; Studio Traduzioni s.a.s. di Ghizzone G. & C.: Legnano (MI); Synthesis Global Solutions: Milan; Team Translations s.r.l.: Perugia; Traducispagnolo: Milan; Traduko s.a.s.: Milan; Transitus Group: Perugia; Vero Traduziomi: Casnate con Bernate (CO). | **Poland:** Enigma Translations Maciej Dworzyński; Flexibris Sp. z o.o.: Warsaw. | **Portugal:** iTechWords - Unipessoal, Lda.: Lisbon; SmartIdiom Corp., Lda.: Lisbon. | **Spain:** IdiomConcept S.L.: Barcelona; **UK:** Wordminds: London. | **USA:** ETCETERA Language Group, Inc.: Washington D.C.; I-YUNO Global Co.: Burbank, CA; Same Day Translations: Pleasant Grove, UT; Wagner Consulting LLC: New York City, NY. | **Private clients.**

Executive Assistant & Project Manager

ADEC srl *Milan, Italy*

2017 - 2018

Personal assistant to CEO and Head of Staff; project manager for CRM changeover; language trainer for multicultural staff, assist with hiring, interface with foreign software houses.

International Relations Officer

PoliHub StartUp District & Incubator | www.polihub.it | *Milan, Italy*

2016 - 2017

Project team member for new website development, translator and proof-reader for research papers; press releases, web content, etc. (IT-ENG); presentation and public speaking skills training for top management; cultural sensitivity and linguistic support for staff during international meetings and conference calls; promoter of English as the organization's working language.

Presentation, Public Speaking, Academic Writing and Language Skills Trainer

Osservatorio Innovazione Digitale | www.osservatori.net | *Milan, Italy*

2015 - 2017

Assist staff in the translation and proof-reading of research papers for publication (IT-ENG); small group presentation and public speaking skills training for staff presenting research at specialized conferences abroad; cultural sensitivity and linguistic training to promote English as organization's working language; one-to-one training for the top manager.

Co-Owner & Didactic Coordinator

Corporate English s.r.l. *Milan, Italy*

2009 - 2011

Headhunting, interviewing, hiring, training of teachers for 5 languages; establish salary scale and draft contracts (*ritenuta d'acconto, a progetto, prestazione d'opera, Partita IVA, CoCoPro*) & assist with monthly payroll operations; perform linguistic level testing, course creation, organization, scheduling and teacher placement for company, small group and individual courses; reporting to clients in Excel, Word or online; day-to-day client relations - problem solving, scheduling; budgeting and procurement; organize and execute teacher training workshops and staff meetings; execute immigration and/or work visa procedures for teachers from Australia, Canada and the USA; assist with cultural integration of teachers (attain Fiscal Code, Partita IVA number, Permit of Stay, ASL medical coverage, choose doctors and dentists, open bank accounts, find housing, renew passports, etc.); database maintenance and website updating; sales, organize sales meetings and carry out face-to-face, telephone and internet sales activities; marketing and market research activities; design advertising materials; organize and lead special client outreach events.

High School English Literature Teacher and Substitute Teacher (all subjects)

Acalanes Union High School District | San Ramon Valley Unified School District

Lafayette, CA, USA | Danville, CA, USA

2004 - 2006

Create and teach materials at the appropriate student comprehension level to promote progress in speaking, listening, reading and writing in English according to District, California State and Federal requirements; monitor students study progress with assignments and frequent testing; provide written reports and support to students and administrators; (as a substitute) carry out lesson plans provided by teachers, generate reports regarding student performance and discipline; lessons held in the public high school environment with 14-35 students per class.

Education and Training

MSc in Project Management

University of Liverpool *Liverpool, England*

2017

Cum Laude - 2017 School of Management Dissertation of the Year Award - "Implementing a Bilingual Work Environment in an Italian SME"

PMI standards and familiarity with ICB, Prince2 and other international standards, iron triangle, PMBOKs 9 Knowledge Areas, 5 Process Groups, 42 Inputs, Tools & Techniques and Outputs.

Webinars, Audio Lecture Series, Professional Conferences

AIF, APTRAD, ATA, BP, CIOL, Difusión, EF, Learnlight, MET, PROZ, SDL, Smartcat, The Great Courses Series, University of Liverpool. *international*
2006-present

Translation, Proof-reading, Web Research, Editing, Time Coding, Audio Transcription, Interpretation, Business and Legal Terminology, Philosophy, Linguistics, The History of the English Language, Creative Writing, TEFL Teaching Techniques, etc. (list available upon request).

California State Single Subject Teaching Credential in English and Spanish

Chapman University Concord, CA, USA

2007

Didactic Skills; Discipline Strategies; Group Work Skills; Teaching English as a Foreign Language within Specific Subject Courses; Lesson Planning; Grading and Reporting; Administrative Rapport; Child and Young Adult Psychology; Computer Skills; Providing for Students with Learning Disabilities and Physical Disabilities; Time Management and Organization in the Workplace

*The California Single Subject Teaching Credential is the Federal Certification to teach adolescents and adults granted by the United States government. It's equivalent to a Master degree because it requires over 495 classroom hours, 990 hours of autonomous study and more than 3 months of student-teaching either observed by or in tandem with an expert teacher in a real public school during the regular school year. The credential program curriculum contains 3 courses specifically aimed at teaching content (not just English) to non-native English speakers, for a total of 135 classroom hours and 270 hours of autonomous study, observation and work with real ESL students (EDSU 530 **Theories, Methods, and Materials for Teaching English Learners;** EDSU 531 **Secondary Instructional Strategies for Language/Culturally Diverse Classrooms;** EDSU 532 **Effective Literacy Instruction** for Single Subject Candidates). An evaluation by the State Board of Education must also be passed. The exam consists of your lesson plan and materials, a video of you teaching the lesson to real students and your post-lesson self-evaluation and reflections on how the lessons went. You have only 2 chances to pass.*

Postgraduate Studies

University of California Berkeley Berkeley, CA, USA

2005

Teaching Adults; Motivation/Group Work Strategies; TEFL; Lesson Planning; Grading/Reports; Teaching Students with Learning/Physical Disabilities.

Certificate of Completion in Teaching English as a Foreign Language

i-to-i online school England

2002

Classroom teaching techniques for TEFL, curriculum and activity development for TEFL lessons.

BA in Theatre Arts and English Literature

Humboldt State University Arcata CA USA

2001

Summa Cum Laude | Omicron Delta Kappa Leadership Association

Design set, costume, make-up, lighting; directing; playwriting; acting; history of theatre and dance; piano, singing; stage combat; Shakespeare; modern and classic American and British literature; sociology; geology; earth sciences; history; Spanish; German.

Management Skills

Leadership: As co-owner of Corporate English, srl, I managed 23 teachers between Rome and Milan from 13 different countries.

I managed 60 staff as PM & Executive Assistant for ADEC srl.

Time Management: I've scheduled my freelance activities for over 14 years, coordinating up to 150 clients at a time. As co-owner of Corporate English, srl, I managed the schedules of all 23 staff. I've recently employed online scheduling tools quite successfully to significantly streamline the scheduling, cancellation and rescheduling process for clients.

Soft Skills

- Good knowledge of **project management processes and procedures** gained through MSc program and project team work in ADEC srl, PoliHub and Innovazione Digitale, as well as from managing my freelance business.
- Extremely **flexible and adaptable**, able to insert myself in various work teams and in various professional contexts due to my **experience working in foreign countries** (brief experiences in Spain and Peru as well as in Italy) and **working with very different people from different sectors on a daily basis for over 14 years**.
- **Culturally sensitive** as I have traveled to **over 50 countries** in the world.
- **Highly organized and detail oriented** due to the need for **record keeping and invoicing** that my freelance business requires.
- **Myers-Briggs** Type Indicator: ENFJ personality
- **Belbin Team Roles** Preference: Specialist, Implementer, Shaper, Plant, Finisher

IT Skills

good command of office suite (word processor, spread sheet, presentation software) on Mac & Windows Trados Studio 2011 & 2015 for translations Typeform, Soapbox, Wystia, Mailchimp, GoogleSuite, Calendly, Trello, Slack, Salesforce, Wordpress

Memberships

- AIF Associazione Italiana Formatori
- MET - Mediterranean Editors & Translators
- Omicron Delta Kappa Leadership Association
- PWA - Professional Women's Association - Milan Chapter
- ATA - American Translators Association



COURTNEY KEELING GREENLAW - www.ckgwords.com

Language Service Provider – IT – SP – ENG

Milano, Italy | Orinda, California

C.F.: GRN CTN 79M64 Z404B - P. IVA: 05619700965

TRANSLATION COURSES	2013-2020: over 100 webinars, conferences & courses in Spanish, Italian and English with Proz.com, Mediterranean Editors & Translators, Aprad, Trados, AGTraduzioni, SmartCAT, SuccessByRx, ILEA			
AVAILABILITY	PART-TIME Evenings & weekends (days & times vary)			
NATIVE LANGUAGE	USA English			
PROFESSIONAL ASSOCIATIONS	American Translators Association, Mediterranean Editors & Translators, Associazione Italiana Formatori, Omicron Delta Kappa, Professional Women's Association Milan			
	LANGUAGE(S)		FEE (IN EUROS)	AVERAGE DAILY PRODUCTION
Translation	From Italian	To English	0,10/source word	M-F 1500/S-Su 4000
	From Spanish	To English	0,10/source word	M-F 1500/S-Su 4000
Transcreation	From Italian	To English	0,12/source word	M-F 1500/S-Su 4000
	From Spanish	To English	0,12/source word	M-F 1500/S-Su 4000
Bilingual Revision	From Italian	To English	0,08/source word	M-F 2000/S-Su 5000
	From Spanish	To English	0,08/source word	M-F 2000/S-Su 5000
Monolingual Revision	In English		0,05/source word	M-F 2500/S-Su 6000
Post-editing of Machine Translation	From Italian	To English	0,10 /source word	M-F 1500/S-Su 4000
	From Spanish	To English	0,10/source word	M-F 1500/S-Su 4000
Consecutive Interpreting	From Italian	To English	200/half day; 450/full day 50/extra hour	
Subtitling	From Italian	To English	4,00/video minute with script	
	From Italian	To English	5,50/video minute without script	
	From English	To English	3,50/video minute	
Subtitling for Hard of Hearing People	From Italian	To English	6,00/video minute	
Transcription	In English		4,00/audio minute	
Voice over/ Dubbing	In English		0,20/word	
Copywriting	In English		0,02/word	M-F 1500/S-Su 5000
Linguistic Test	In English		35,00/hour; 0,05/word	
Word Processing	In English		50,00/hour	M-F 1500/S-Su 5000
Localization	In USA English		0,05/word	M-F 2000/S-Su 6000
Other services	Website design with Weebly or Wordpress		50,00/ hour	
TECHNOLOGY	PoliHub website, ckgwords website, Traducispagnolo, Enel intranet, etc.			
MARKETING	Furniture, wine, food & fashion (luxury clothing, jewellery, eyewear, shoes) brochures, magazine articles, blogs, press releases			
LAW	Real estate contracts, employment contracts, insurance & privacy policies			
HEALTH	Transcription of Zumba video content			
TOURISM	Blogs & website descriptions for Expedia, hotel brochures, menus; voice over for luxury vacation home video advertising			
COMMERCE	Household appliance, furniture, industrial equipment/machinery & plant installation, use & maintenance manuals			
ECONOMY / FINANCIAL	Financial statements, balance sheets, solicitation of payment, tax declarations/ litigation statements			
OTHER(S)	Videogames (transcription), articles about sport & videogames, poetry, literary biographies, comic books, science fiction novels, master thesis, school records, birth certificates, travel documents; subtitled a documentary film			
TOOLS & VERSIONS USED	SDL Trados: 2015 (soon will upgrade to 2017)			
	Wordfast Pro (trial version)			
PAYMENT	Euros via bank transfer to Italian c/c & Payoneer; USD via bank transfer to US c/c & Payoneer			