



VITA ELISA VITALE

CONTACT

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Address: Berlin, Germany

PROZ PROFILE:

www.proz.com/profile/991363

ACTIVITIES AND INTERESTS

Reading, cooking, music, movies, sports, travelling, sewing.

LANGUAGE SKILLS

Italian native

English C1/C2

Spanish B2/C1

French B1

German A1

EXPERIENCE

TRANSLATOR (FREELANCE AND VOLUNTEER), 2014 - PRESENT

-ENG > ITA, ITA > ENG, SPA > ITA

-Services: Human translation, Machine translation (Matecat, SmartCat, Trados), MPTE (machine translation post-editing), proofreading, voice-over, create subtitles (SubTitle Edit), translate subtitles, transcription, data validation and Ads quality rating, content writing for AI, Over-the-phone interpreting (OPI).

-Main fields: web, marketing, tourism, business. Other fields: correspondence, environment, general, technical, legal.

- A.T.I. associate member (Translators and Interpreters Association).

ITALIAN SALES MANAGER, UNILEGION, REMOTE, FIXED TERM, MAY-SEPT 2023

Sales manager/cold calling for the Italian market, legal field/class action, data management, negotiation, translation from English to Italian.

SPANISH CUSTOMER SUPPORT, SYKES/SITEL, BERLIN, 2018 - 2023

Assist end users via chat/call/email in SPA on behalf of international market leaders (videogame/hardware industry); backup for ENG/ITA/FRE.

ITALIAN/SPANISH CUSTOMER CARE AGENT, TEAM2VENTURE, BERLIN, 2017 – 2018

Assist clients and freelancers in ITA/ENG/SPA with the use of a freelance platform (twago). Side projects: market research calls, ENG to ITA/SPA translation, social media, managing bloggers/writers and WordPress content.

ITALIAN CUSTOMER RELATIONS ADVISOR, APPLE INC, IRELAND, 2015 – 2016

Escalations to solve disputes and dissatisfaction issues for Italian speaking end users, AppleCare agents, Apple Retail Stores and Partner Stores. ENG to ITA translation.

PRINCIPAL CUSTOMER HUB AGENT (B2B), SYMANTEC, DUBLIN, 2011 - 2014

Assist ITA/SPA/EN SMB/Enterprise Customers with Tech Support contract updates and renewal, EN > ITA/SPA translation. Assist Sales and Account managers.

ITALIAN AND SPANISH HELPDESK ACCOUNT REPRESENTATIVE, XEROX, DUBLIN, 2009 - 2011

Provide technical support to Enterprise customers in ENG/ITA/SPA via phone/email; technical translation.

EDUCATION**MASTER'S DIPLOMA IN SPECIALISED TRANSLATION**

SCUOLA SUPERIORE PER INTERPRETI E TRADUTTORI, PESCARA, 11/2019 – 07/2022

Specialized translation ENG > ITA: Web, Legal & Business, Technical. Grade: 108/110. Included CAT tools and SDL Trados.

SEO WRITING AND OPTIMISATION COURSE

Langue&Parole, 03/2020

ONLINE MARKETING AND DIGITAL STRATEGY COURSE

Griffith College Dublin, 2012

EU PROGRAMME LEONARDO DA VINCI (study-work abroad)

Derry, UK, 10/2008 – 01/2009

C1 British English course and intern at Foyle Meats main office.

BACHELOR'S DEGREE IN EUROPEAN LANGUAGES AND CULTURES, UNIVERSITY OF CATANIA, 09/2003 – 11/2008

Majors: ENG and SPA. Elective courses: French, marketing. Grade: 110/110.

KEY SKILLS

Interpersonal & communication skills • Intercultural skills • Ability to work collaboratively as part of a team • Problem Solving • Meticulous attention to detail • Organisational skills • Ability to multitask and work under pressure • Ability to reach targets and meet deadlines.

Dear Sir/Madam,

Please find enclosed my CV in application for the post advertised.

My educational background, my work experience, my motivation and my personal values make me the ideal candidate for this role as well as a great fit for your company.

I graduated with a bachelor's degree in European Languages and Cultures (English and Spanish) with First Class Honours at the University of Catania in 2008. Afterwards, I attended other courses in order to broaden my scope of knowledge and skills: digital marketing, SEO, and a master in specialised translation (web, technical, legal).

I have worked for small start ups as well as for large multinational companies, based in the office or from home, often as part of multicultural teams, which I have always found inspiring and enriching.

I am a versatile, professional, and reliable team player; I am able to work under pressure, multitask and solve problems that may require alternative solutions. I am very organised, I try to always keep learning and I love helping others.

I am now looking forward to progressing in my career and this role is the perfect next step.

Many thanks for your time and consideration.

Kind regards,
Vita Elisa Vitale