##### Summary of Qualifications

\* Ambitious And Versatile Professional Interpreter With Native Fluency IN FRENCH, Italian, Sicilian, Swedish, English. court interpreter with over 8 years of experience with consecutive, sight and simultaneous modes of interpretation

\* Expert Translator Independently Researches Online Glossaries, Dictionaries, And Electronic Databases For Identifying Or Clarifying Obscure Terminology; Translates A Wide Range Of Documents (I.E. Legal/ Diplomatic Correspondence/ Documents, Financial/ Scientific Documents, Medical, And Academic Documents) Reviews Translated Documents For Accuracy And Provides Reviews And Edits A Variety Of Translated Documents In A Wide Range Of Styles And Formats  For Grammatical Accuracy, Completeness, And Style.

\* OFFER Excellent Leadership, Interpersonal, Customer Service And Communication Skills. People-Oriented And Energetic With Proven Ability To Effectively Interface With Customers/Clients And Coworkers From Diverse Ethnicities And Cultures To Promote Synergy And Ensure Satisfaction. Knowledge And Understanding Of The Geopolitical, Regional, Ethnic, And Cultural Environment of Europe. Proficient Utilizing Internet, Ms Excel, Ms word, Power point And Outlook.

##### Professional Experience

**Contract interpreter- translator- *Augusta, Maine* January 2009- Present**

***self-employed professional Interpreter & Translator***

Offers professional and highly proficient interpretation and translation services to state of Maine Courts as well as private and public organizations, Department of Justice, Hospitals Medical Interpreting, companies and private parties. trained to maintain proficiency, fluency and accuracy in all 3 languages. Regularly attends judicial interpreter trainings and trains independently.

Successfully completes personalized, detailed and complex Translation s of A Wide Range Of Documents (I.E. Diplomatic Correspondence, Financial Documents, Legal Documents, Scientific Documents, Medical, Artistic, And Academic Documents for clients such as State of Maine senator’s office, Medical offices, Law offices in Maine, Washington and Italy.

**Certified Languages international-*Portland, oregon* September 2015-Present**

***Interpreter***

 provides professional interpreting services to a wide range of industries with CLI. interpreter trained, experienced, and credentialed in industry-specific terminology, trained to be among the most qualified linguists in the country, as to be matched by the company to specific clients.

Across all industries, works hard not only to provide exemplary language services, but also to cultivate long-term relationships through exceptional customer service, and responsive professionalism.

**state of maine, uic- Department of labor September 2011-june 2012**

***legal secretary***

Provided legal secretarial duties and services at the state of Maine’s department of labor unemployment insurance commission. knowledge and comprehension of unemployment law, legal statutes, government, and proficient with typing and proof reading skills. interpersonal and communication skills, organizational and adaptable skills demonstrated. Fast paced high volume environment.

**Pacific Interpreters- *Portland, Oregon***

***Interpreter* June 2011- July 2012**

Provides clear communication of vital information between healthcare professionals and patients ensuring successful medical care. have undergone rigorous testing for medical interpreting qualification. other Industries served are: 9-1-1 emergency services, public service agencies, insurance, Government services (federal, county, state), utilities, financial services (banks, mortgage lenders, credit card providers) telecommunications ( Internet, phone, satellite).

**Language Line Services- *Ragsdale, California*** **January 2009- July 2012**

***Interpreter***

Provided prompt and exceptional interpretation services over the phone on a three way conversation for customers of Language Line Services and a limited English speaker ensuring optimal communication between parties.

Certified and trained interpreter by Language Line services in Swedish and French.

Fields of expertise include Medical, Legal, government, financial, insurance, transportation, telecom, utilities, manufacturing.

**Holiday Inn Civic Center – *Augusta, Maine*****June 2008 –January 2009**

Front Office Clerk

Provided exceptional guest service by rapidly responding to needs and efficiently performing check-in/check-out procedures, making reservations and processing transactions.

Earned several guest recommendations for Shining Stars Awards; received eight and one Employee of the Month Award (September 2008).

**GEFCO Italia – *Florence, Italy*****2006 – 2007**

***Manager/International Customer Service Officer Interpreter and Translator***

Joined this rapidly-growing global shipping company to establish and manage international customer service operations with accountability for translating documents and interpreting for the General Manager.

Successfully established international customer service office and initiated communication systems with other worldwide departments to maximize productivity.

Improved client satisfaction and ensured retention by devising a key account follow-up schedule to proactively address and resolve customer service issues.

Utilized extensive international experience and knowledge of various cultures and languages to coach the General Manager on proper professional and social interaction.

Streamlined communication with both global offices and clients to optimize customer satisfaction.

**Stadium – Sambuca di Sicilia, Italy** **1999 – 2006**

Private Business Proprietor

Founded a high fashion boutique and held full responsibility for purchasing, vendor relations, merchandising, promotions, advertising and sales.

Built a business that quickly flourished with 150.000 Euros per year in revenue; sourced high quality materials and brands with competitive pricing and outstanding customer service.

Minimized costs by effectively negotiating with vendors and personally transporting merchandise.

Motivated and managed six top-performing personnel committed to customer satisfaction.

**Privilege Club – *Florence, Italy*****2004 – 2006**

Translator/Interpreter

Selected to translate documents and provide interpretation services for international customers on behalf of this tourism company with annual sales of over 1.000.000 Euros.

Performed interpretation services at meetings and conferences as well as over the phone.

Accurately translated various documents to and from French, Italian and English including legal contracts, informational pamphlets, training manuals, website content and marketing brochures.

Trained, coached and supervised two telephone marketing groups totaling 10 personnel, leading classes in French and English; provided valuable tools for handling difficult situations and maximizing revenue.

##### Education & Specialized Training

**University of Florence** – *Florence, Italy*

Foreign Languages and literature- BA degree 2003-2006

Courses include: English, French, Swedish, Literature, Italian Literature, Geography, History, Linguistics, Interpreting and Translation, Sociology, Anthropology, Philosophy, Politics and Diplomatic Sciences and Semantic Studies. 63 Credit hours completed.

**Bellevue University –** *Bellevue, NE*

**International security and intelligence studies – BS Degree *August 2012- present***

currently taking classes. courses include: English, oral communications, history, foundations in intelligence and counterintelligence, Introduction to national security, ethical controversies in security and intelligence, introductory geostrategy, Eurasian political culture and security, rebellion insurgency and war, radical religion and political extremism, history, philosophy et cetera.

**Certification** as Court Interpreter obtained November 2008.

NATIONAL CENTER FOR STATE COURTS written test

ACTFL Certificate with LANGUAGE TESTING INTERNATIONAL (Swedish, Italian, French)