**PATRICIA M. REDLIN**

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**OBJECTIVE**

Detail-oriented professional with over 32 years of extensive experience in translation/editing/proofreading, transcription (medical and legal), international project and marketing/advertising management, international airline reservations/airport station customer service and supervision, marketing/sales promotion and group sales experience seeking freelance transcription, translation, editing and proofreading work.

**SKILLS**

* Translation/editing/proofreading
* Languages: US English native. Fluent in German, French, Spanish and Italian.
* Transcription (medical; legal; marketing; general business)
* International project/vendor and marketing/advertising management in several industries, including travel/international airline, higher education, manufacturing and localization/translation industries
* International airline reservations agent work, airport station supervisor/customer service work (check-in, ticketing, arrival/departure services, ramp services) and group sales work
* Proficient in MS Windows 10 and earlier, MacIntosh OS X, MS Office 365 and earlier (Word, Excel, PowerPoint), transcription software programs (using foot pedal and headphones), computer-aided translation programs, international airline reservations and airport station programs, and many other software programs.

**PROFESSIONAL WORK HISTORY**

**March 1988 to Present** (Part-time periodically; **full-time since April 2011**)

**Freelance Contractor in the Localization/Translation sector:**

**Translator, Editor, Proofreader**

* Provide translation, editing and proofreadingservices from German, Spanish, French, and Italian into English for several language services agencies.
* Have translated/transcreated, edited and proofread millions of words in ads, studies, reports, case studies, videos, audios, books, manuals, web sites, software programs and other source files in the fields of medical/healthcare/insurance, travel/hospitality, general business, marketing/advertising/public relations, engineering/technical/computer, legal, finance/economics, natural sciences, persona documents, literature, art and fashion, etc.

**May through September 2019 + 4-5 months every summer to present**

**Seasonal Ready Reserve Airport Customer Service Agent – Delta Airlines at SEA-TAC Airport**

Gate arrival/departure boarding agent: Solicit gate check-in of carry-on bags; assist customers with questions and issues; work with special services agents, pilots and flight attendants to prepare for passenger boarding; board customers. Drive jet bridges; open/close plane doors; assist prime agent(s) with orderly flight departure; meet incoming planes and assist customers with connections, etc.

**July 2008 to April 2011**

**Vendor Manager/Project Manager/Translator/Editor/Interpreter - LinguaLinx, Inc., Cohoes, NY**

* International vendor and resource manager – recruited, tested, negotiated pricing and services with, and reviewed performance of external localization vendors around the world for translation, proofreading/editing, transcreation, multimedia localization, voiceover, subtitling and other internationalization and localization services.
* Project manager – managed wide variety of localization projects, including translation, interpretation, multimedia localization, and video and audio voiceover and subtitling.
* Translated and edited wide variety of documents from Spanish, German, French, and Italian into/from English. Provided consecutive interpretation services for Spanish<>English and German<>English in medical and legal settings.
* Provided US English adult female voiceovers. Edited voiceover recordings.

**PATRICIA M. REDLIN (continued)**

**January 2007 to June 2008**

**Freelance Marketing/Administrative Consultant, Translator/Editor/Proofreader, and Writer, Esperance, New York**

* Provided translation, editing and proofreading services from Spanish, German, French, and Italian into English for language services agencies.
* Consulted with a variety of clients (medical practices, non-profit organizations, secondary education insitutions, and others) on marketing and administrative projects and campaigns.
* Wrote and edited marketing, advertising and promotional copy for a variety of clients in various industries.

**October 2005 to December 2011**

**Freelance Transcriptionist (medical, legal, marketing and general business; part-time), Esperance, New York**

* Provided transcription services (medical, legal, marketing and general business) to physicians, court/legal transcription agencies, market research companies and general businesses.

**September 2005 to December 2006**

**Creative Services Coordinator - CBS 6 WRGB TV, Schenectady, New York**

* Coordinated station sponsorship of community events
* Wrote and produced public service announcements
* Coordinated on-air TV station talent appearances
* Wrote and edited TV station’s web site content

**September 2002 to December 2004**

**Marketing Coordinator - B & H Labeling Systems, Ceres, California**

* Coordinated international and domestic USA marketing, advertising, public relations projects.
* Coordinated international sales promotion and marketing collateral production.
* Coordinated international and domestic trade show participation.
* Wrote, edited and produced technical manuals; edited and updated Spanish manuals.

**June 2000 to July 2002**

**Program Manager/Continuing Education Specialist IV and Assistant to Executive Vice Chancellor and Provost - University of California – Berkeley and University of California – Merced**

* Managed UC Berkeley-Extension portfolio in the Dept. of Business and Management, including programs/courses in International Management, Project Management, Finance, International Business, Law, and Marketing. Managed International Diploma Programs – admissions, hiring/review of instructors, student counseling, certificate/program marketing and scheduling, etc.
* Administrative assistance to EVCP of UC Merced. Coordinated recruiting and hiring of new staff and faculty.

**February 1998 to February 2000**

**Travel Management - COLO.Com, Hitachi America, Electronic Arts, Inc., and Iberia Airlines of Spain – San Francisco Bay Area, California**

* Travel management: managed international and domestic travel requirements for 100+ corporate employees of several companies, including airline reservations and ticketing, hotel and car rental reservations.
* International airline account executive: managed the Northern California/Oregon/Washington sales territory for Spanish airline.
* Negotiated travel agency and group sales, net fares and agency contracts.
* Coordinated and implemented airline sales seminars, mini-trade shows and other marketing efforts.

**PATRICIA M. REDLIN (continued)**

**November 1990 to February 1998**

**Passenger Group Sales Account Manager, Marketing and Internet Communications Manager, Sales Analyst, Airport Station Customer Service Supervisor, Sales Promotion and Marketing Coordinator, and Reservations Agent**

**Lufthansa German Airlines – San Francisco and Los Angeles, California and East Meadow, New York**

* Reservations Agent: made flight, hotel and car rental reservations and provided a wide variety of other telephone customer services.
* Sales Promotion and Marketing Coordinator: coordinated travel agency and corporate travel sales promotion/marketing efforts for West Coast USA sales offices, several very high profile events in Los Angeles, Palm Springs, San Francisco and Hawaii.
* Airport Station Customer Service Supervisor: promoted to supervisor of airport customer service; managed check-in, gate, arrival departure services teams at SFO for Lufthansa’s flights and for other international airlines for which we provided contracted airport station services.
* Sales analyst: completed sales analyses reports for San Francisco sales office; created and updated sales databases; created and updated net fare and other travel agency contracts.
* Marketing and Internet Communications Manager: managed and wrote internet communications and coordinated marketing/promotional events for East Coast USA sales office, including several annual, months-long contests for travel agencies and corporate travel employees.
* Passenger Group Sales Account Manager: managed Chicago/Midwest group sales territory, selling group travel packages to travel agencies, clubs and other organizations, including flights, hotels, bus and train reservations, and tourist activities.

**Previous professional employment:**

* Two years as **Marketing Analyst for** **Inmac GmbH**, German subsidiary of a computer supplies company **in Germany**;
* Over five years as a **Translator/Editor/Proofreader for** **Artisan GmbH**, a German translation and publishing services company **in Germany and the USA**;
* Over five years as an **Account Executive for Grey Advertising and Grey Direct International (advertising and direct marketing agencies) in the USA and Germany**.

**EDUCATION**

**Thunderbird School of Global Management, Glendale, Arizona**

**Master of Business Administration in International Management and Marketing degree, December 1982. Focus on international marketing and advertising.**

Also studied German, Spanish, French and Italian.

**University of Illinois, Urbana-Champaign, Illinois**

**Bachelor of Arts degree in French Language and Literature, May 1980**

Minor in languages: German, Spanish, Italian and Russian.

**Schenectady County Community College, Schenectady, New York**

Certificate of Music – focus on vocal performance, December 2014

**CULTURAL AND LANGUAGE BACKGROUND**

**Mexico/Spanish:** Lifelong bilingual English<>Spanish. Oldest child of Mexican mother and American father. Lived with Mexican relatives in Irapuato, Guanajuato, México for most summers throughout childhood. Lived with Mexican relatives and attended 1 year of high school at Colégio Atenas, Irapuato, Guanajuato, México. Studied Spanish for 4 years in high school and continued studying Spanish throughout college and graduate school. Have spent a total of approx. 7 years living in México throughout my life. Have traveled to and spent several weeks in Barcelona, Ibiza, Lloret de Mar and other places in Spain. I keep my Spanish "fresh" when I am not visiting a Spanish-speaking country by reading websites, books, magazines and newspapers in Spanish, and by periodically watching Spanish-language television.

**France/French:** Fluent in French for 40 years. Studied French for four years in high school. Completed Bachelor of Arts in French Language and Literature at University of Illinois. Continued studying French in graduate school. Spent a summer (3 months) during college living in Avignon, France with a French family and attending summer school in French, History, Culture, and Language Program. Have traveled to and spent several weeks (or longer) in Paris, Brussels, Geneva, and the French Alps. I keep my French "fresh" by reading websites, books, magazines and newspapers in French, and by watching French films.

**Germany/German:** Fluent in German for 36 years. Started studying German in college and continued studies in graduate school for a total of approx. 6 years of studies in German. Transferred from Grey Direct Marketing in San Francisco to the company’s German subsidiary in Frankfurt am Main, Germany as an Account Executive. Lived a total of 4 years in Germany, working for direct marketing agencies and a computer supplies company. Also started working as a freelance translator during those years, which I have continued to do since then. Have traveled to and spent time (months and weeks) in Hamburg, Stuttgart, Berlin, Munich, Dusseldorf and other places in Germany; several cities in the German and Austrian Alps, and in Bern, Zurich and other German-speaking cities in Switzerland. I keep my German "fresh" by reading websites, books, magazines and newspapers in German, and by watching German films.

**Italy/Italian:** Fluent in Italian for 36 years. Started studying Italian in college and continued studying it in graduate school. Have traveled to and spent weeks in Florence and Milan, Italy. I keep my Italian "fresh" by reading websites, books, magazines and newspapers in Italian.