**Curriculum Vitae**

**Dragana Leslie**

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| **KEY SKILLS AND EXPERIENCE**     * Excellent communication and customer/client services competence, focus and mentality * Strong organisational, analytical and time management skills * Strong verbal and written communication skills * Ability to work under pressure and to tight deadlines, and ability to remain calm * Exceptional adherence to Best Practice and phenomenal project delivery record * IT literate - **TRADOS, Wordfast,** MS Office, Internet, E-mail user, Photoshop, InDesign, Illustrator * Exceptional attention to details, fast typing and data entry skills * Educated to a degree level * Knowledge of English, Macedonian, Greek, Serbian, Croatian, Bosnian, Italian, Spanish and Bulgarian language and sound translation and interpreting skills & experience. |

**EMPLOYMENT HISTORY**

**October 2014 - present (freelance)**

**Freelance Translator from Greek, Macedonian, Serbo-Croatian into English**

* Translation of various documents such as passports, marriage, birth, death certificates, divorce certificates, court decisions, academic certificates, criminal records certificates, various medical and pharmaceutical documentation, etc. for number of translations agencies around the world.

**Major projects:**

**Transperfect -** ongoing legal, medical and pharmaceutical translations from Greek into English. Translated more than 700.000 words

**IOLAR (Slovenia) -** Worked on80k words translation project for Google translating from Serbian, Bosnian, Croatian into English

**Translated (Italy) -** Worked on 30k words translation project for Airbnb translating from English into Macedonian

**January 2011 - present time**

**Grupo Navis Translation Centre**

**General Manager & Translator/Interpreter (incorporated in Macedonia)**

* Responsible for the day to day running of the company
* Innovative approach to sourcing new clients and product development
* Initiating ideas for strategies and approaches that engage and attract
* Maintaining existing clients through providing excellent client services and meeting tight deadlines
* Providing translation services from Greek, Italian, Serbian/Croatian and English into Macedonian and vice versa
* Employing freelance language/translation staff, ensuring a diverse range of language services are offered
* Co-ordination of translators and managing various projects
* Recruitment and checking of the compatibility of the translations
* Consulting with translators, solving problems for the translation of specific terms
* Maintaining financial stability of the company, preparing invoices, handling payments, administrative support, maintaining spreadsheets, updating financial records, commissioning of suppliers
* Negotiation with Clients, reviewing contracts' expiry dates, signing new contracts and renewing previously signed contracts

**September 2008 - present**

**Official Court Translator - Greek language**

**Translation of documents from Greek into Macedonian and vice versa**

* Translation of legal documents such as court decisions, records from trials etc. science, medical documents (different medical reports), personal documents, such as passports, birth, death, marriage certificates, ID cards, CVs, other personal certificates
* Translation of medical and pharmaceutical reports, studies, user information for medicines, etc.
* Wide range of translations in different fields

**Interpreter from Greek into Macedonian and vice versa**

* Consecutive and simultaneous translations from English and Greek into Macedonian and vice versa
* Greek language Interpreter in Macedonian Courts

**June 2017 – July 2018**

**ICP Search**

**Compliance & Business Improvement Manager**

* Oversight of all terms of business to ensure compliance and accuracy and making sure the business is not at risk of any compliance breaches
* Manage legal and compliance issues arising in contract and permanent divisions
* Review, advise and research international law and keep up to date with legislation in various countries of operation
* Obtain and manage all contractor information including Ltd., umbrella company details, insurance, right to work evidence, identification and VAT registration
* Complete extensive compliance clearance
* Manage and research International Tax and contracting solutions
* Invoice Clients, timely payment run for Contractors, accounts reconciliation, HMRC reporting
* Collection of information and production of meaningful Board Report with comprehensible financial, sales and HR data
* Analysing the reports and giving insights into how the company can make adjustments to improve performance and make recommendations accordingly
* Processing credit card expenses, establishing and improving Credit Control Policies, managing debt collection and monitoring debt

**October 2016 - June 2017**

**Vero Screening Ltd**

**Operations Team Leader**

* Motivate, manage and develop a Team of Candidate Screening Coordinators to ensure optimum engagement and results
* Effective communication with internal and external stakeholders
* Coaching and development of individuals on a daily basis to maximise capabilities and targets
* Providing support to the team members for more efficient pre-employment screening
* Day to day management of KPI’s and Performance Management.
* Managing absence and sickness in line with company policy and procedures
* Ensure effective, real time problem solving is employed to optimise utilisation of all resources
* Ensuring excellent Client experience and adherence to Best Practice
* Data Analysis, solving problems, producing management information reports

**June 2014 - December 2014 and September 2015 - September 2016**

**Candidate Screening Coordination**

* Providing complete pre-employment screening of Candidates
* Investigation of discrepancies in the work history
* Reporting adverse results and raising discrepancies to the Clients

**February 2014 - May 2014**

**Researcher**

* Data entry, administrative support, reporting
* Credit, ID, insolvency, right to work checks
* Making around 100 calls daily in the UK and abroad, and requesting employment references

**November 2013 - June 2014**

**Listen & Learn (freelance), London, UK**

**Freelance Teacher of Macedonian language**

* Preparation of appropriate materials for teaching and learning, preparation of different types of assessments and grammar exercises
* Participating actively and meaningfully in discussions on a regular basis, promoting student-to-student interaction and usage of the language
* Giving assessment feedback in a timely manner to keep students informed of their progress
* Suggesting strategies and actions for course delivery and course content improvement

**September 2003 – September 2007**

**Training Centre - CS Global, Skopje, Macedonia (freelance)**

**Teacher of Greek and Italian Language for adult groups and Individuals**

* Organizing classes and variety of workshops
* Watching, speaking, understanding and helping each individual's progress during and course
* Preparing and setting tests, examination papers and exercises
* Devising, writing and producing new materials, including audio and visual resources
* Organising and getting involved in social and cultural activities reflecting Greece and Italy

**EDUCATION AND TRAINING**

**October 2001 – October 2006**

**St Cyril and Methodius University – Skopje, Macedonia**

**Faculty of Philology - Blaze Koneski**

Bachelor of Arts in Italian language and Literature and Spanish Language and Literature

**September 1997 – May 2001**

**Nikola Karev Secondary School – Skopje, Macedonia**

General-Mathematical High School

**June 2016 to June 2017**

**Pitman Training**

**Graphic Design Course**

* Adobe Photoshop
* Adobe Illustrator
* Adobe InDesign
* Adobe Flesh
* Dreamweaver

**April 2016**

**British Council London, UK**

* IELTS -Knowledge of English language, Overall Band Score 7.5 - C1

**August 2007- May 2008, Center for Greek language Thessaloniki**

* Methods for teaching Greek language to children and adults
* Teacher of Greek language as secondary/foreign language

**10th September 2007, Center for Greek language**

* International Certificate for Greek Language (highest level) - (Πιστοποιητικό Ελληνομάθειας - Δ επίπεδο)

**January 2007 – May 2007**

**Training Centre - Motiva – Skopje**

**Office Management Course**

* Communication Skills
* Marketing
* Computers
* Finances
* Accounting
* English Language

**October 2006 – December 2006**

**University Aristotle – Thessaloniki, Greece**

* Upgrading Greek Language and Orthography

**July 2006**

**Educational Centre - ESP – Skopje, Macedonia**

* Computer course for office work (Microsoft Word, Excel, Internet)
* Improvement of previous knowledge of Microsoft Word, Excel, Power Point.

**May 2006, Instituto Cervantes**

* International Certificate for Spanish Language (intermediate level)

(Diploma de Español como Lengua Extranjera - Nivel intermedio)

**July 2005**

**Instituto Italiano – Florence, Italy**

* Improvement of previous knowledge of Italian language and grammar

**LANGUAGES SPOKEN**

* English
* Macedonian
* Greek
* Serbian/Croatian (Bosnian, Montenegrin)
* Italian
* Spanish
* Bulgarian
* German (beginner)