

Rosana Maciel

(647) 880- 2410 | rosana.maciel.tr@gmail.com

Profile

A dynamic, analytical, and team-oriented individual with extensive experience providing strategic support and guidance in first-point-of-contact, direct accountability roles.

- ❖ Broad experience in progressively senior client services roles. Strong background in client relationship management, strategic planning, project management, administration, process improvement, account management, reporting, analytical thinking, and change management.
- ❖ Proficient communication, liaising, and leadership abilities. Proven ability to establish a positive rapport with clients, colleagues, superiors, and other professionals while working in fast-paced, deadline-driven environments.
- ❖ Advanced user of *Microsoft Office*, as well as other software and applications.
- ❖ **Languages:** bilingual (English and Spanish), with basic French/Italian proficiency.
- ❖ **Security Clearance:** Level II.

Education

Glendon College/ York University | Toronto, ON

2008- 2013

Bachelor of Arts

Experience

Client Manager | Link4Staff Inc. (Vaughan, ON)

2019- 2020

- Manage the provision of services to clients relating to temporary staffing and the placement of skilled workers and caregivers specific to hiring, training, salaries, and employee relations for clients.
- Respond to client inquiries in a timely manner and ensure accuracy/ completeness in all tasks.
- Encode application forms and review client documents to assist them in completing requirements.
- Maintain client database using Trello.

Translator, Interpreter | Self-Employed (Brampton, ON)

2000- Present

- Oversee all aspects of a business providing freelance translation and interpretation services.
- Complete all language projects, ensuring a high degree of attention to detail/ accuracy in work products.

Project Manager, Translator | Omnicom Translation Inc./ Dussault Translation Ltd. (Toronto, ON)

2000- 2018

- Provided first-point-of-contact service to clients in a multicultural setting.
- Liaised with clients to communicate requirements for projects between them and providers.
- Created and maintained client and provider database using Access.

Certifications, Training, and Professional Development

- **Certification-** Translation (English/ Spanish), *Glendon College/ York University*
- **Certification-** Translator, *ATIO*
- **Certification-** Standard First-Aid/ CPR-C.

Community Engagement

- **Volunteer Conversation Club Mentor-** *Indus Community Services* (2018)