

CONFIDENTIAL RÉSUMÉ

Violeta Dimitrova Dimova-Nik

PROFILE

An innovative and creative qualified linguist, NAATI accredited Bulgarian /English with experience managing delegations in government, legal, corporate, media, travel & agriculture, office reception & administration, accounts & customer service

Key Strengths:

- Excellent multi-lingual communication skills, written, oral and presentation enhanced by a friendly and outgoing personality.
- Strong interpersonal skills with the proven ability to build relationships.
- A willing teacher and mentor.
- Good organisational skills, resourceful, able to work under pressure and meet deadlines.
- Able to influence people without the use of direct authority, with strong personal integrity and work ethic.
- Over-all a dynamic, motivated individual with great people skills and an excellent understanding of the media.

Objective:

To continue a career using multi-lingual skills contributing to the efficiency, quality of service delivery and business objectives of a people focused organisation in a translation or interpreting role.

CAREER PATH

1999 to present

Freelance Translator & Interpreter, English<>Bulgarian (NAATI), German>Bulgarian, Russian>Bulgarian

Feb 2007 – Sep 2007, June 2009 – Dec 2009

Linguist, APPEN Pty Ltd

Apr 2005 to Feb 2007 Part time

Accounts Receivable, Independent Medical Opinion (IMO) Pty Ltd

Oct 2004 to Apr 2005 Contract

Accounts Receivable, Air Liquide Healthcare Pty Ltd

Aug 2003 to Oct 2004

Duty Manager, RG Hotel, Capitol Square, Sydney

Apr 2003 to Jul 2003 Contract

Accounts Officer, Australian Media Association

Apr 1999 to Mar 2003

Assistant Manager/Night Manager/Accounts, Swiss Grand Hotel, Bondi Beach

1984 to 1998

Front Office Management roles various hotels, TUI-Tourist Union International, Bulgaria

KEY EXPERIENCE

FREELANCE TRANSLATOR & INTERPRETER, ENGLISH -BULGARIAN/BULGARIAN-ENGLISH (NAATI)

Responsibilities and Duties:

- High level client relationship management & customer service
- Taking client briefs, preparation of quotes client for projects
- Providing assistance to delegation tour guides as required
- Solving problems for clients mid-tour

- Maintaining strict confidentiality & compliance with client's & Interpreter's code of conduct
- Translation of documents
- Writing incident & post project activity reports

Key Clients:

- Australian & American Government agencies
- Corporations in the mining, law, tourism, agriculture, media & advertising sectors
- Community Relations Commission for Multicultural NSW
- Interpreting & Translating Centre of the Government of South Australia
- Centrelink
- Sydney West Area Health Service
- Northern Sydney & Central coast Area Health Service
- NSW Police Service

LINGUIST, APPEN PTY LTD

Responsibilities and duties:

- Work on Bulgarian language projects
- Data collection
- Text editing
- Research,
- Spell checking
- Translation
- Linguistic expertise
- Phonemic transcription

ACCOUNTS RECEIVABLE, IMO PTY LTD

Responsibilities and duties:

- High level customer service
- General administration & correspondence
- Debtor management, monthly statements & aged corporate debtors
- Bank reconciliation
- Maintaining spreadsheets & invoicing

DUTY MANAGER, RG HOTEL, CAPITOL SQUARE, SYDNEY

Responsibilities and Duties:

- Leading a diverse staff of including Front of House, administration, housekeeping, security, food & beverage service personnel
- High level customer service & relationship management
- Supervision of all guest bookings, accounts & service
- Advance booking for guests, coordination of excursions & problem solving
- Allocating daily tasks, mentoring and rostering staff, succession planning
- Managing difficult people in a calm & diplomatic manner, resolving conflict
- Managing supplier relationships, purchasing office consumables
- Auditing and quality control of processes
- Liaison with third party stakeholders including travel agents
- Assisting accounts Payable & Receivable
- Preparation of revenue statistics including occupancy & room rates
- Contributing to marketing initiatives, implementing promotions
- Function & event management
- Coordination of internal departments, including housekeeping & maintenance
- Ensuring compliance with OH&S, privacy, EEO and corporate guidelines
- Weekly and monthly management reporting

ASSISTANT MANAGER/NIGHT MANAGER/ACCOUNTS, SWISS GRAND HOTEL, BONDI

Achievements:

- Commenced as Night Manager, Accounts to Assistant Manager
- Implemented, including staff training Fidelio booking system
- Provided extra services translating for European guests
- Contributed to frontline customer service training

- Consistently exceeded all performance criteria

EDUCATION & QUALIFICATIONS

Master of Arts (German Linguistics) Sofia University, Bulgaria, 1996
Bachelor of Science (Library Science) Sofia University, Bulgaria, 1988
High School Diploma (English, German, Russian, Bulgarian) Language High School, Dobrich, Bulgaria, 1984

Accreditations

NAATI Translator & Interpreter English-Bulgarian/Bulgarian- English
SDL Trados
Certificate II in AUSLAN (Australian Sign Language)
Certificate IV in Financial Services (Bookkeeping)

Courses

Interpreting in Mental Health Hearings Workshop HCIS WSLHD, 2014
Professional & Ethical Decision Making Workshop HCIS SWAHS, 2014
Apply First Aid St John Ambulance Australia, 2013
Interpreting in Speech Pathology Workshop HCIS SWAHS, 2012
Self-care Workshop for Interpreters HCIS SWAHS, 2012
The Language of Legal Correspondence: Reading and Understanding Legal Communications, 2012
The Language of Contracts: Reading and Understanding Contracts, 2012
Localization Online Course – Part 1: Theory, 2011
Interpreter Virtual Workshop, 2011
Legal and Police Interpreting RMIT, 2011
Interpreting in Neuropsychological Assessment HCIS Sydney West Area Health, 2011
Investigative Interviewing in Australia RMIT 2010
Mental Illness and Psychiatric Interviews Cumberland Hospital, 2010
Translation Workshop HCIS Sydney West Area Health, 2009
Paediatric Rehabilitation Workshop HCIS Sydney West Area Health, 2008
Interpreting in Specialist Health Care Areas HCIS Sydney West Area Health, 2007
Cardiology Workshop HCIS Sydney West Area Health, 2007
Interpreting in Sexual Assault & Domestic Violence Cases Cumberland Hospital, 2007
Basic Orientation for Health Care Interpreters HCIS Sydney West Area Health, 2007
Child Protection Westmead Hospital, 2006
Medical Terminology University of Sydney, 2006
MYOB UNSW, 2004
Travel Consultant Sydney Travel Training College, 2001

Computer

MS Office Suite, MYOB, SDL Trados, Fidelio, Hotel XL, Business Attaché, SUN Systems, Great Plains, Mother

ADDITIONAL INFORMATION

Nationality: **Australian Citizen**
 Languages: **English, German, Russian & Bulgarian**
 License: **C class vehicle**
 Interests: **Reading, Arts, Opera, Cinema, Current Affairs, Fine Dining, Entertaining Friends & Community Volunteer**

References: **Upon request**