

**Annie Estéphan**

Services linguistiques Annie Estéphan  
66, boul. des Hauts-Bois, Ste-Julie (QC) J3E 3J4, Canada  
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<http://www.serviceslinguistiquesae.ca>



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## EDUCATION

**Master of Arts Specialized in Professional Translation****2010-2012***Université de Montréal, Montreal, Quebec, Canada***Bachelor of Arts Specialized in Hispanic Studies****2006-2009***Université de Montréal, Montreal, Quebec, Canada***Bachelor of Arts Specialized in Translation****2002-2005***Université de Montréal, Montreal, Quebec, Canada***College Diploma in Arts, Letters, and Languages****2000-2002***Cégep de Bois-de-Boulogne, Montreal, Quebec, Canada***High School Diploma****1995-2000***Villa Sainte-Marcelline, Montreal, Quebec, Canada*

## PROFESSIONAL EXPERIENCE

English and Spanish to Canadian French translation services since 2005.

### Market Research

Market research questionnaires, surveys, studies, screeners, discussion guides, marketing concept, brand concept, research presentations, interviews, sales scripts, customer service scripts, telemarketing scripts, etc.

#### Corporate Communications

Consumer market research questionnaires, business documents, correspondences, forms, invoices, statements, purchase orders, inventory lists, instructions, articles, procedures, plans, proposals, executive summaries, reports, newsletters, conference materials, PowerPoint presentations, press releases, memorandums, etc.

### Legal

Terms and conditions, contracts, agreements, policies, notices, warranties, rules, etc.

#### Human Resources

Applications, training material, tests and assessment materials, psychometric testing, appraisal forms, review forms, occupational safety, memos, employee manuals, standard operating procedures, leaflets, brochures, company-wide announcements, pamphlets, professional recruitment processes, administrative screenings, interview questions, employee information, personnel forms, resignation letters, employee grievance forms, business event logs, expense reports, expense reimbursement forms, employee confidentiality agreements, employee handbooks, job descriptions, travel expense reports, work safety checklists, etc.

### ESG (Environmental, Social, and Governance)

Sustainability reports, Corporate Social Responsibility (CSR) reports, governance documents, annual reports and financial

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statements, codes of conduct and ethics policies, third-party assessments and certifications, employee handbooks and labour policies, stakeholder engagement reports, risk management policies, supplier and supply chain assessments, climate change policies and strategies, human rights policies, investor communications, regulatory filings and compliance documents, community and philanthropy programs, etc.

**Healthcare**

Healthcare market research questionnaires, healthcare studies, pharmacovigilance, drug safety, pharmaceutical documents, labelling, product characteristics, patient information leaflets, patient reported outcomes, informed consent forms, registration dossiers, marketing material, training courses, medical devices, operation and maintenance manuals, regulatory compliance, packaging inserts / labels, manufacturing process descriptions, catalogues, contracts, clinical trials, patient questionnaires and diaries, ethics correspondence, study protocols, adverse events, case report forms, patient information, clinical protocols, patient recruitment materials, questionnaires, surveys, health care professionals / sales representative documents, quality of life measures, instructions for use, toxicology reports, meal plans, etc.

**Information Technology**

Telecommunications contracts, privacy statements, cybersecurity, agreements, product manuals, user interfaces, catalogues, user manuals, user guides, equipment specifications, interactive applications, interactive sites, web portals, booking websites and software, product information sheets, mobile software, smartphone applications, smart TVs, smart speakers, virtual assistants, smart homes, streaming devices and services, system requirements, training material, customer service correspondences, installation manuals, service manuals, support information documents, troubleshooting guides, phone manuals, interface documentation, product descriptions, service descriptions, advertising, service bills, emails, letters, databases, reports, frequently asked questions, e-commerce, e-learning, blogs, forums, corporate websites, etc.

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**HARDWARE / SOFTWARE**

ThinkPad P73 Mobile Workstation, Windows 10 PRO, Microsoft Office 2019 (Word, Excel, PowerPoint), SDL Trados Studio 2019, memoQ, Phrase (Memosource), XTM, and Antidote

**PROFESSIONAL ASSOCIATIONS**

Editors' Association of Canada (EAC) - member #2389  
American Translators Association (ATA) - member #258628  
Proz.com Certified PRO Network (EN 15038-Certified) – member #1336133  
UK Institute of Translation and Interpreting - member #00018432

**PUBLICATION**

Annie Estéphan is the author of the book *Les canadianismes français* published in 2013 - ISBN: 9781304657435. This book is for anyone who is interested about French Canadianisms.

**CONTINUING EDUCATION WORKSHOPS**

English-French Bilingual Editing (2013), Stylish Canadian French Translations (2012)  
*Magistrad*, Montreal, Quebec, Canada

Canadian French Editing (2013), Electronic Canadian French Proofreading (2012)  
*Editors' Association of Canada*, Montreal, Quebec, Canada

English-French Business Translation (2012), Advanced Writing and Editing (2011), Applied Terminology (2011), English-French Pharmaceutical Translation (2013), Localization (2014), English-French Legal Translation (2015), English-French Administrative Translation (2016), English-French IT Translation (2017)  
*Université de Montréal*, Montreal, Quebec, Canada

II Jornadas de Español Lengua Extranjera (2010)  
*Embajada de España en Ottawa*, Canada

Legal Contracts (2014), Rules of Professional Conduct and Vocational Practice (2011), Translation Memories (2007)  
*Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ)*, Montreal, Quebec, Canada

Advanced Spanish Language and Culture (2002)  
*Universidad de Salamanca*, Spain