

Elisa Marchetti

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Highly creative and task oriented, offering a great combination of enthusiasm and strong communication skill. Passionate about translating and working with languages. Native Italian with excellent oral and written Chinese and English skills.

Work Experience

End. Clothing, Newcastle Upon Tyne, International Customer Service Advisor 02/2015 –present

Maintaining thorough and accurate customer service records, communicating with international customers, investigating and resolving customer complaints quickly and patiently.

Shenzhen Inlion Translation, Freelance translator and proof-reader 11/2013 – 10/2019

Chinese to Italian and English to Italian in the web, commercial, marketing and industrial field.

ODE Solenoid Valves, Colico, Interpreter, translator and Chinese teacher 03/2014 –02/2015

Chinese interpreting during customers and engineers' factory visits; translation of datasheets, brochures and expo material; liaising with Chinese customers; Chinese teacher for Italian engineers preparing for long-term business trips to China.

Aibei Arts Kindergarten, Beijing, Kindergarten English teacher 09/2012 –12/2013

Frontal lessons and project works suitable for children from two to six years old. Organization of ludic activities and production of teaching materials for learning English and for mental development. Proper team planning of teaching activities and monthly verifications to check children progress.

Tegola Solare s.r.l. Dubino, Internationalization and marketing trainee 12/2011 –07/2012

Chinese-Italian and English-Italian translation (energy sector brochures and datasheets), liaising with foreign customers, market research, creation of promotional material, creating and maintaining the company's digital presence and online marketing strategy.

Education

University of Milan - Master degree in Languages and Cultures for Translation and International Communication, 2008 –2011

Main subjects: English, Chinese specialist translation, Japanese specialist translation, Cultural Geography, Sociology of Communications and Media Research.

University of Milan - Bachelor degree in Language in Linguistic and Cultural Mediation, 2005-2008

Main subjects: Chinese, Japanese, Chinese specialist translation, Cultural Anthropology, Cultural Sociology, Chinese and Japanese Culture, Comparative International Law.

Arc Academy, Kyoto -Intensive course of Japanese language, 02/10 –04/10

Renmin University of China, Beijing -Intensive course of Chinese language, 07/2007 –08/2007

Skills

Language

- Italian: native Italian: native
- Chinese: fluent spoken and written
- English: fluent spoken and written
- Japanese: good spoken and written
- French: good spoken and written

Communication

- Developed strong interpersonal and communication skills through interpreting and liaising with foreign customers.
- Excellent verbal and written communication skills gained as a translator delivering high quality translations and presentations, and as teacher interacting with large groups of children and their parents.
- Worked closely with Chinese students to give assistance in the university enrolment process and understand their needs in their daily life as foreign students.

Organisation

- Ability to follow the necessary daily routines as required, whilst having the flexibility to deal with late shifts and respond to the specific needs of the company.
- Good analytical and problem-solving abilities, particularly under pressure.

Teamwork

- Worked in a multicultural team during my English teaching experience in Beijing, to deliver frontal lessons and ludic activities to the highest standards.
- Currently work as a part of a big team within the Customer Service department to guarantee a satisfying customer experience.

Time management

- Time management skills were essential as a translator, to deliver translations and proofreading to a tight deadline.

Other skills

Microsoft Office, Photoshop, SDL Trados, main social media platforms.