



# Zuzana Rintelová

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## EDUCATION

1999 – 2005	Faculty of International relations, University of Economics	Slovakia
1996 - 1997	South Kitsap High School	USA
1994 - 1999	Business Academy	Slovakia

## WORKING EXPERIENCE

Januray 2011 - today	<b>Free-lance translator &amp; interpreter</b> English, Spanish, Slovak, Czech	Costa Rica
November 2010 – November 2011	<b>Ornamentales Rio Frio, S.A.</b> Office Administrator	Costa Rica
March 2006 – October 2010	<b>Language Line Services</b> Over the Phone Interpreter & Recruiter	Costa Rica
August – October 2005	<b>United Nations Development Program, Europe and the CIS</b> ENVSEC Project - Logistics Coordinator	Slovakia
January – June 2005	<b>Cowparade Slovakia, s.r.o.</b> PR coordinator	Slovakia
July – September 2004	<b>Slovak Foreign Policy Association (SFPA)</b> Member of a team	Slovakia
July 2003 – June 2004	<b>AIESEC Costa Rica</b> Vice president Human resources and Learning	Costa Rica
September 2002 – May 2003	<b>Aston ITM, a.s.</b> English teacher	Slovakia
July 2002	<b>Athenium, a.s.</b> Trainer	Slovakia
May – November 2001	<b>Philip Morris Slovakia, a.s.</b> Assistant at HR department	Slovakia

## SKILLS

Languages:	English, Spanish, Slovak, Czech, German	
PC:	Microsoft Windows, Office, Internet	
Soft skills:	<ul style="list-style-type: none"><li>• Training skills and HR management</li><li>• Leadership skills</li></ul>	<ul style="list-style-type: none"><li>• Management and organizational skills</li><li>• Project management</li></ul>

## EDUCATION - DETAIL

1999 – 2005	<b>Faculty of International relations, University of Economics</b> Graduated with a Masters degree in Economics, major in International Relations. Thesis: Free Trade Agreement between USA and Central America: How will the Costa Rican monopoly institutions deal with liberalization of the market and competition of foreign companies? The case of ICE.	<b>Bratislava, Slovakia</b>
August 1998	<b>German Language Course</b>	<b>Hamburg, Germany</b>
1996 - 1997	<b>South Kitsap High School</b> Cultural exchange, general studies.	<b>South Kitsap, USA</b>
August 1995	<b>English Language Course</b>	<b>Brighton, UK</b>
1994 - 1999	<b>Business Academy</b> Graduated in subjects: Slovak language, Economics, Accounting, English language and Marketing.	<b>Senica, Slovakia</b>

## WORKING EXPERIENCE - DETAIL

Januray 2011 - today	<b>Free-lance translator &amp; interpreter</b> English, Spanish, Slovak, Czech <ul style="list-style-type: none"> <li>Since my departure from Language Line I am also working as a translator and interpreter. My fields of experience are business, finance, gaming, medicine, human resources and personal development, amongst others.</li> </ul>	Costa Rica
November 2010 – November 2011	<b>Ornamentales Rio Frio, S.A.</b> Office Administrator <ul style="list-style-type: none"> <li>My tasks as an Office Administrator in a family-owned farm ranged from usual secretarial tasks to accounts payables and receivables, invoicing, import and export paperwork, payroll and other every day tasks.</li> </ul>	Costa Rica
March 2006 – October 2010	<b>Language Line Services</b> Over the Phone Interpreter, Assistant Recruiter <ul style="list-style-type: none"> <li>For the first 13 months I was interpreting for our US, UK and Canadian clients. I have expertise in the area of finance, insurance, customer service, economical assistance and emergency situations. I do consecutive interpretation from English to Spanish and Spanish to English.</li> <li>In April 2007 I was promoted to the position of Assistant Recruiter. I was in charge of performing interviews with candidates, testing their level of English and Spanish, and creating and delivering training sessions as part of the company's involvement with the community.</li> </ul>	<b>Heredia, Costa Rica</b>

August – September 2005	<b>United Nations Development Program (UNDP), Europe and the CIS, Bratislava Regional Center</b> <b>ENVSEC Project – Logistics Coordinator</b> <ul style="list-style-type: none"> <li>• Organization of two workshops. Full logistical support – budget management, participants registration and communication (130 persons in total), accommodation and workshop venue, visa support, airport pick-up, coordination of all meals and evening reception program, website update, etc.</li> </ul>	<b>Bratislava, Slovakia</b>
January – June 2005	<b>Cowparade Slovakia, s.r.o.</b> <b>PR coordinator</b> <ul style="list-style-type: none"> <li>• Planning and coordinating activities together with a cooperating PR agency, such as press conferences, press releases, CowParade school competition, etc.</li> <li>• Website management – updating content, managing information requests, management of the cow database, communication with the administrator in the US, other related issues.</li> <li>• Photographer coordination, others.</li> </ul>	<b>Bratislava, Slovakia</b>
July 2004 – September 2004	<b>Slovak Foreign Policy Association (SFPA)</b> <b>Member of a team</b> <ul style="list-style-type: none"> <li>• Organization of two conferences of SFPA (logistics, communication with the panelists and participants)</li> <li>• Assistance during the conference</li> </ul>	<b>Bratislava, Slovakia</b>
July 2003 – June 2004	<b>AIESEC Costa Rica</b> <b>Vice president Human resources and Learning</b> <ul style="list-style-type: none"> <li>• HR planning and recruitment– HR analysis, coordination of recruitment interviews, member selection</li> <li>• Member learning – creation of the learning and development cycle, structuring and deliver of trainings, agenda of conferences and seminars (at times even coordination of logistics)</li> <li>• Member motivation – system of incentives (external motivation, as we are a non-profit organization)</li> <li>• Other tasks – leading the learning team (activities for incoming trainees, activities in the areas of community involvement, Corporate social responsibility, culture, etc.), planning of term, training and facilitating at conferences and seminars in Costa Rica and abroad.</li> </ul>	<b>San José, Costa Rica</b>
September 2002 – May 2003 (part-time)	<b>Aston ITM, a.s.</b> <b>English teacher</b> <ul style="list-style-type: none"> <li>• Preparation and delivery of a course of English language to the employees of Aston.</li> </ul>	<b>Bratislava, Slovakia</b>

July 2002	<b>Athenium, a.s.</b> Trainer <ul style="list-style-type: none"> <li>• Training during a re-training program of TIPOS around all Slovakia. I have trained groups of new and re-trained current lottery sellers in using online terminals ISYS. My partner and I have trained approximately 600 people in total.</li> </ul>	<b>Košice, Slovakia</b>
May - November 2001 (part-time)	<b>Philip Morris Slovakia, a.s.</b> Assistant at HR department <ul style="list-style-type: none"> <li>• Assistance at recruitment (inviting applicants, reserving rooms for interviews, adding data of candidates to the database system SAP R3), other activities around recruitment.</li> <li>• Starting-up a self-learning center of English for the employees of the headquarters.</li> </ul>	<b>Bratislava, Slovakia</b>

## PROFESSIONAL DEVELOPMENT AND CONFERENCES

2004	AIESEC International Congress, Hanover, Germany (delegate)
2004	Americal Leadership Development Seminar, AIESEC, Venezuela (trainer)
2002, 2003	International Train the Trainer Seminar, AIESEC, Slovakia (trainer and conference manager)
2002	New trends in HR management, Bratislava, Slovakia
2001	Training for Trainers, AIESEC, Slovakia
2001	International Trainers Congress, AIESEC, Serbia and Montenegro
2000	European Leadership Development Seminar, AIESEC, Hungary

## SKILLS - DETAIL

Languages:	<ul style="list-style-type: none"> <li>• English – educated professional</li> <li>• Spanish – educated professional</li> </ul>	<ul style="list-style-type: none"> <li>• Slovak – native</li> <li>• Czech - native</li> <li>• German –intermediate</li> </ul>
PC:	<ul style="list-style-type: none"> <li>• Microsoft Windows (98, 2000, XP, 2007)</li> <li>• Microsoft Office (Word, Excel, PowerPoint, FrontPage - beginner)</li> <li>• Internet</li> </ul>	
Soft skills:	<ul style="list-style-type: none"> <li>• Team building</li> <li>• Training skills</li> <li>• Communication skills</li> <li>• HR management</li> <li>• Leadership skills</li> </ul>	<ul style="list-style-type: none"> <li>• Management and organizational skills</li> <li>• Presentation skills</li> <li>• Project management</li> <li>• Planning</li> </ul>

## REFERENCES

Upon request	<p>Golden Bay, S.A. – <i>Peter Vozar</i></p> <p>Ornamentales Rio Frio, S.A. – <i>James Harvey</i></p> <p>Language Line Services – <i>Lindsay Martinez, Juan Diego Villegas</i></p> <p>AIESEC Costa Rica - <i>Alejandro Reyes Alpizar, Magaly Astúa Gómez</i></p>
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