
María Ivette Cabezas Álvarez

Citizenship: Costa Rican

Contact Information

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Residencial Lomas del Bosque, Grecia, Alajuela, Costa Rica

Profile

Objective Seeking for a position at a company looking to overcome the barriers of communication.

Language Combinations: English-Spanish and Portuguese-Spanish

Specialization areas in translation Translation of a vast array of texts within the commercial environment.

Work Experience

TraduRed S.A (<https://tradured.com>)

Co-founder, translator and treasurer

April 2015 to present

- TraduRed S.A. was created by and for translators. We share job offers and professional training
- TR-IPCR Project: worked as a volunteer translating names of Costa Rican public institutions into English

Freelance translator

September 2011 to present

- Translating commercial, legal and technical documents from English to Spanish and Portuguese to Spanish

Verba Publica (Translation Agency), San José, Costa Rica

Project Manager & In-house Translator

September 2009 to August 2011

- Head of the Spanish Translation Team
- Translate, revise and edit commercial, legal and technical documents
- Create and develop glossaries and translation memories
- Train interns and new employees

Hewlett-Packard, Costa Rica, Heredia, Costa Rica

Audit Claim Processor

January 2009 to July 2009

- Send requests of invoices to partners that participate in rebate programs within the Canada Region
- Process claims per the programs guidelines
- Validate End Users on the different partner programs
- Provide ad hoc reports for management such as metric reviews and consolidations
- In charge of record retention and training new employees

Hewlett-Packard, Costa Rica, Heredia, Costa Rica

Team Leader Back Up and SME (Subject Matter Expert):

November 2007 to January 2009

- Student profile creation, registration development, payment processing, creation and tracking of ad hoc reports, call center support, system updates, troubleshooting access issues
- Assist the team leader with the handling of the team's personnel and responsibilities
- Update record documentation and train new employees

Sykes Latinoamérica S.A., Heredia, Costa Rica
Customer Service Agent in English, Spanish and Portuguese
for the INTEL account:

May 2005 to November 2007

- Provide warranty services
- In charge of handling customer accounts, accesses and privileges

Languages

Spanish (Native)

English (Advanced written and conversational)

Portuguese (Advanced written and conversational)

Key Skills

Proficient or familiar with a vast array of programs based on Microsoft Windows OS and Mac OS platforms, including:

Windows OS Platform
Mac OS Platform

Trados SDL 2011
Microsoft Office Suite
MemoQ

Education

July 2016 Simultaneous Interpretation Workshop

TraduRed S.A.

May 2016 Consecutive Interpretation Workshop

TraduRed S.A.

June 2015 Terminology Management Tools Workshop

Mitraduki Translation Services

November 2006 Criminal Procedure Terminology in the International Setting

School of Philosophy and Literature, National University, Costa Rica

2006 to 2015 Translation studies for Master's Degree

National University, Heredia, Costa Rica

2002 to 2005 Bachelor's Degree in English Teaching

National University, Heredia, Costa Rica

2003 to 2005 Conversational Portuguese

Brazilian Studies Center, San José, Costa Rica

2000 to 2001 Conversational English Program

Technological Institute of Costa Rica. Alajuela, Costa Rica

References

Gabriela Castro

Translator

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Costa Rica

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Costa Rica