



Symeou Stefani

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Personal Statement

Multilingual individual with excellent command of English, Spanish, Greek and business level of German.

I am currently seeking a challenging position where my professional experience, language skills as well as my educational background will allow me to contribute to the company's growth and advancement.

EDUCATION

MA in Translation Studies

Universitat Pompeu Fabra, Barcelona, Spain

Sept 2013 –Sept 2014

BA in Linguistics

University of Essex, Colchester, United Kingdom

Oct 2010 –July 2013

High School Diploma

Agios Ioannis Lyceum, Limassol, Cyprus

Sept 2009- June 2010

CERTIFICATIONS

The Complete Digital Marketing Course (Online)

by Rob Percival and Daragh Walsh, Udemy.com

Ongoing

The Complete WordPress Website Business Course

By Gregg Davis and Rob Percival, Udemy.com

Ongoing

Certification in Social Media Marketing

MarketingLab, Nicosia, Cyprus

December 2018

LANGUAGES			
Greek	Native	Native	Native
English	C2	C2	C2
Spanish	C2	C2	C2
German	C1	C1	C1

PROFESSIONAL EXPERIENCE

Freelance Translator (English into Spanish and Greek)

Sept 2014 –Ongoing

Lionbridge, One Hour Translation, TranslateMedia

- Translating documents/letters and books
- Technical Translations (Software, Websites, Manuals)
- Marketing Translation and Editing
- Proofreading
- Transcription (ES,GR)

Spanish Content and Market Intelligence Associate

Foxxum GmbH

Partnerships:

- Researching the best country-specific content for Smart TVs and identifying what people enjoy watching on TV (TV channels, Video-on-demand services, Music, Sports, Cooking, Lifestyle, etc)
- Developing and maintaining strong direct relationships with the top content providers and TV broadcasters from Latin America
- Point of contact for Spanish-speaking App services
- Acquiring new content partners and taking care of existing ones (customer care)
- Creating leads and analysing existing deals in the CRM system in order to make business decisions
- Management of Content Portfolios for TV brands interested in Spanish-speaking content
- Managing the whole process of App development and activation in Redmine (from early negotiation stages until App launch)
- Negotiation of contract details and development of business models

Market Intelligence:

- Assisting the Business Development Manager in delivering country market reports for the Business Development teams to improve targeting the relevant markets
- Providing key decision-makers with relevant markets, brand and consumer information
- Conducting brand research and analysis and independently communicating new insights of the market with the relevant internal stakeholders
- Providing objective and thorough analysis of competitive positioning of key market participants
- Interviewing customers and other relevant stakeholders to understand the perceptions and priorities of our target audience

Translation and Localization Manager and Support Agent

Wisebits Group, Limassol, Cyprus

November 2017 -April 2019

- Manage the entire life-cycle of localization projects in a timely manner
- Estimating the life span of translation projects.
- Finding and training freelancers for the implementation of translation processes.

- Maintaining a database of freelancers and evaluating the submitted work.
- Monitoring all editing, proof-reading and revisions of various translated materials.
- Ensuring appropriate use of abbreviations in translation in compliance with company guidelines.
- Ensuring completion of all tasks according to the time schedule and documenting everything in JIRA and Confluence.
- Determining the cost of work, collecting the invoices and forwarding them to the Finance Department.
- Translations from English into Greek and Spanish.

Support Duties:

- Handling bugs and errors along with the QA Team.
- Handling and answering emails in Spanish, English and German.
- Assisting partners through direct communication and resolving any issues reported.
- Moderating the site to detect possible technical issues.
- Moderating user content to make sure that the requirements of the site are met.

Customer Care Agent

April 2016- October 2017

Wisebits Group, Limassol, Cyprus

- Providing support to customers and partners through different channels.
- Moderating the content uploaded by users to maintain the site's quality.
- Answering emails quickly and efficiently in English, Spanish, Greek and German
- Handling and resolving customer and partner complaints
- Reporting bugs to the technical team
- Keeping records of user feedback and reporting it to higher management
- Issuing payments and reviewing payments and reporting any suspicious activities to the Fraud Department

Customer Service Representative

October 2014 –April 2016

AvidLifeMedia– , Limassol, Cyprus

- Translation and Localization from English to Spanish
- Delivering a high level of customer service
- Answering customer inquiries/complaints via email in Spanish, English, and Greek
- Handling effectively and professionally incoming calls in Spanish, English, and Greek
- Processing payments/refunds using online payment providers e.g Netbanx, Safecharge, PayPal.
- Site moderation and administrative tasks.
- Fraud investigation and fraud detection.

English Teacher

Sept 2014 –June 2015

Theodoros N. Tragkolas English & Russian Language Centre, Limassol, Cyprus

- Planning and delivering well-structured lessons.
- Achieving and maintaining high standards of education.
- Able to create an effective and secure learning environment which aims to engage and motivate students.
- Knowledge of a wide range of effective and motivating teaching styles.
- Able to deal with challenging behaviour.

Sales Agent (Part-time)

April 2014 – Sept 2014

FC Barcelona Nike Mega Store –Camp Nou, Barcelona, Spain.

- Providing customers with a friendly and efficient cashiering service
- Showing interest in any customers' needs
- Sales

ADDITIONAL INFORMATION

- IT Skills:Internet and Computer literate, MS Office, CAT Tools, Google Sheets & Docs, Social Media platforms.
- Experience in Jira & Confluence and CRM systems
- Excellent communication and negotiation skills.
- Customer-oriented.
- Empathy
- Problem-solving skills.
- Team-player
- Fast learner
- Organized and reliable

Achievements:

- High School Excellence Diploma
- Best first-year university student in languages. I represented the Department of Language and Linguistics in the university prospectus for the year 2013
- Driving License

Other Interests:

- Fitness
- Yoga
- Aerial Arts
- Dance

Reference available upon request.