

# STELLA MASSIA

TRANSLATOR | SUBTITLER | LINGUIST

## PROFILE

Results-driven and detail-oriented translator with work experience in hospitality and translation industry, always following and bolstering her inherent inclination towards languages and cultures. Displays strong linguistic performance, solid translation theory and linguistics background, great writing, and time management skills. Language pairs: FR,EN>EL

## WORK EXPERIENCE

### GUEST RELATIONS OFFICER & TOUR ORGANIZER

Vritomartis Naturist Resort | Apr 2019 - Oct 2019 (seasonal)

- Constant contact with guests, customer satisfaction monitoring, complaint management, problem solving
- Complete organisation of walking and boat tours of the hotel
- Management of TripAdvisor listing. Contributed to the acquisition of Tripadvisor Certificate of Excellence and Travelers' Choice Certificate.

### PROPERTY & CUSTOMER SERVICE MANAGER

Freelancer for Airbnb & Booking properties | Mar 2017 - Mar 2019

- Online accommodation profile set up, copywriting and editing
- Guests welcoming and briefing, 24-hour availability and communication
- Ensuring the owners' goals are met by managing payments, tenants & maintenance

### IN-HOUSE TRANSLATOR

Clip News, Media Monitoring Company | Feb 2017 - Aug 2017

- GR>EN translation of articles and broadcasting for the European Parliament and the European Commission
- Tight deadlines & high-level translation

### FREELANCE SUBTITLER

Feb 2015 - June 2016

- Participated in subtitling and dubbing project for children's TV programme in cooperation with the subtitling company "Good Brothers Studios"
- Subtitled book presentation short videos for Metaichmio Publications

## VOLUNTEERING

### TRANSLATOR

2015 - 2017

- EN<>GR translation of ethnographic, political & humanities essays for "A ruthless critique against everything existing" & "Our baba doesn't say fairytales" blogs as well as articles for current issues (migration, financial crisis) for "x-pressed" blog.

## EDUCATION

### M.A. in CONFERENCE INTERPRETING & TRANSLATION

Aristotle University of Thessaloniki | 2020 - Present

### INTERNATIONAL DIPLOMA IN TRAVEL & TOURISM

Vellum Global Educational Services | 2017-2018

### B.A. in ENGLISH LANGUAGE AND LITERATURE

Aristotle University of Thessaloniki | 2011 - 2016\*, Grade 8.2

\*Sep 2015 - Feb 2016 Erasmus+ Scholarship in Nottingham Trent University



## CONTACT

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## PROFESSIONAL SKILLS

### Software Tools

Subtitle Edit

Subtitle Workshop

MemoQ

SDL Trados Studio

Déjà Vu X3

WordFast Anywhere

MS Office

## LANGUAGES

Greek - Native

English - Native-like

French - C2

Russian - A1

Spanish - Currently studying

## SOFT SKILLS

Adaptability and Flexibility

Reliability and Professionalism

Research Skills

Time Management

Strong Communication Skills

Cultural Awareness

Positivity

Motivation

## RESEARCH

- Gender and Survival in Bharati Mukherjee's "Jasmine"
- Intersection of oppressive systems: privileges and resistance in "Mrs. Dalloway" and "Nights at the Circus"
- The prospects of tourist agencies in the era of the Internet
- The importance of communication in the tourist business environment
- Identities or selves as discursive acts
- Europe's role in the 'war on terror' and European self-understandings