

CLIZIA BALLASINA
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PERSONAL PROFILE

A confident, determined and reliable professional seeking to build a career in the translation industry. Currently, aiming to continue professional development and utilize skills acquired as a Project Manager in the translation and localization sector. Over 3 years of experience at a leading translation and localization firm that provides services to international and multinational clients and over 4 years of experience as freelance translator and transcriber. Experienced in working with public, commercial and individual clients from various cultural and professional backgrounds. Ability to thrive in a dynamic and challenging work and academic environment. Results-driven, articulate and highly organized.

ACADEMIC QUALIFICATIONS

- **MA Translation - London Metropolitan University, London (2014- 2016)**
- **BA Translation and Interpreting – IULM University, Milan (IT) (2008- 2011)**
- **A-level Business Administration with Languages – Commercial Technical Institute A. Bermani, Novara (IT) (2003- 2008)**

LANGUAGES

Italian: Native
English: Proficient

WORK EXPERIENCES

Freelance Translator, Transcriber, Proofreader April 2017 – Present

- Translation of texts from different fields from English into Italian
- Transcription of audio files and videos, such as medical market research interviews, focus groups and YouTube videos

- Experience in different fields such as market research, life science, pharmaceutical, product descriptions, fashion and retail
- Working with Trados, XTM and MemoQ for translation
- Working with Loft, Word and Excel for transcription

Freelance Telephone Interpreter May 2020 – Present

- Interpretation over the phone for multiple sectors clients
- DBS checked

Language Line Solutions

Senior Translations Project Manager Jan 2019 – Jul 2019

- Management of the entire lifecycle of multiple language projects in a fast-paced environment
- Implementation of new translation contracts
- Use of project management portal for assignment of files, project tracking and invoicing
- Day-to day management of supplier queries and client liaison
- Monitoring and control of projects status
- Liaising with sales staff to clarify project parameters
- Negotiating with vendors
- Managing project finances, including budgeting, using problem-solving skills to address below-target results, particularly in the area of account profitability
- Preparation and maintenance of project documentation
- Establishing and maintaining excellent relationships with contract translators and proofreaders globally
- Compliance with relevant and applicable procedures
- Quality checks and signing-off of deliverables
- Delivery of finalised work to clients, ensuring that all deadlines are met
- Responding to customer complaints, with action plan and root cause analysis
- Updates to project plans and delivery schedules
- Processing supplier invoices
- Creating client invoices
- Coordination of project teams and assignment of responsibilities to more junior team members
- Face-to-face meetings and telephone calls for management of existing client accounts
- Mentoring and training of interns and other Project Managers in the team

Language Line Solutions

Translations Project Manager & Team Leader May 2017 – Dec 2018

- Responsible for initiating, planning and executing the completion of translation, localisation, transcription, alternative format, proofreading, voiceover and subtitling projects to achieve specific goals and success criteria as defined by the client
- Responsible for project management on a range of strategic projects and key accounts of public institutions, commercial and individual clients with major financial, medical and technical field, but also marketing, brand and product translations, tobacco industry related translations, and websites
- Creating project timelines and crafting processes to take projects through lifecycle from brief to invoice
- Working with Computer Assisted Translation (CAT) tools (SDL Trados Studio)
- Managing financial elements of the project, including purchase order management, quoting, invoicing and budget management in the leading Business & Translation Management System Plunet
- Managing scope changes during the project, identifying requests, which are outside of the original scope and, then inform the relevant account owner to seek agreement on additional requirements and budgets
- Updating account profiles and guidelines, attending account meetings and offering input and suggestions around processes to drive revenue and increase margin
- Sourcing quality suppliers/vendors to ensure that the project perfectly complies with instructions and is of optimal quality
- Establishing and maintaining excellent relationships with contract translators and proofreaders globally
- Recruitment of new specialised vendors in order to create and expand multilingual and dedicated resource supply databases to accommodate clients' needs
- Mentoring and training junior team members and interns
- Supporting Senior Managers and Account Managers

Language Line Solutions

Translations Project Coordinator Feb 2016 – May 2017

- Managing day to day project management functions such as: being responsible for the entire life-cycle of all projects in progress and abiding by their individual project briefs, creating quotes, purchase orders and handling budgets
- Took care of day-to-day communication with clients on project related matters
- Analysed and planned processes for the whole cycle
- Ensured compliance with all documented processes
- Analysed budget of a project
- Negotiated with suppliers and customers
- Planned resources and scheduling
- Identified project-specific risks
- Trained junior team member and supervised interns
- Escalated any identified risks to either the Production Manager or their Deputy
- Responded to queries from external suppliers on a daily basis
- Performed task during implementation of new accounts

- Implemented changes to workflows
- Performed pre-delivery QA checks for all European languages and Asian languages
- Delivered finalized product to the client
- Monitored customer satisfaction and escalated any issues to the Production Manager and Sales
- Liaised with Account Manager on customer related needs for improvement
- Maintained in an efficient way linguistic asset
- Performed any other tasks that the business requires
- Worked on Computer Assisted Translation (CAT) tools (SDL Trados Studio, XTM)

Hippodrome Casino London

Waitress Ott 2014 - Jan 2016

- Served customers with food and drinks while they were playing
- Maintained the waitress station clean and tidy
- Dealt with customers complaints when there were any
- Made sure the food and drinks where up to the company standards

The Goat Tavern Pub

Bartender Ott 2013 – Ott 2014

- Served customers with food and drinks
- Prepare the bar in the morning before the pub opened
- Cleaning and closing the bar in the evening
- Dealt with customers complaints when there were any
- Made sure the food and drinks where up to the company standards

Barratts Shoes Westfield

Sales assistant Feb 2012 – Ott 2013

- Served customers when they wanted to try shoes on
- Kept my section tidy and up to the company standards
- Offered our shoes cleaning products to customers
- Worked to reach my weekly sales targets
- Cleaned and tidied up the shop after closing to prepare it for the next day
- Worked in a busy environment and under pressure

CERTIFICATIONS

- IELTS (2014)

CORE COMPETENCES

- Exceptional presentation and communication skills
- Analytical and detail-oriented

- Outgoing with a can-do attitude
- Excellent communication skills in Italian and English
- Very good leadership and administrative skills
- Pragmatic and relentlessly focused on efficiency
- Strong IT skills
- Proactive approach to supplier follow-up and project management

IT SKILLS

- MS Office
- SDL Trados
- MemoQ