

# Estelle Alexandre

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## Summary

I was trained as a professional translator and although I did start working in this field I have since then enriched my professional experience with various positions in bilingual & trilingual customer care and I now specialize in corporate, industry-related and software translation.

As a native French speaker having lived in Ireland, England and Spain for several years, I am fluent in both English and Spanish. My 10+ year work experience has provided me with the skills to be very adaptable and I have acquired a large vocabulary business-related and in several technical fields.

## Experience



### Freelance Translator

Various Companies

Feb 2022 - Present (1 year 8 months)

Translation of business and industry-related documents, software and website content, subtitles, etc.



### Multilingual Sales Agent - Group Bookings

Dorms.com

Feb 2023 - Present (8 months)

- Finding accommodation for groups travelling in Europe (schools, sports associations, companies) among a catalog of venues
- Negotiating prices with hostels
- Dealing with the groups' logistics onsite (finding storage, meeting rooms, meals...)
- Translating contracts from EN to FR & ES to FR

### Co-owner Faam Concept

Faam ESPJ

Oct 2022 - May 2023 (8 months)

Managing an online store specialized in second-hand luxury items:

- Maintaining the website: writing attractive content, making sure the navigation, design, menus & descriptions of items are up to date.
- Negotiating with numerous professional suppliers to find single items up to our company's standards.
- Organizing pop-up sales in collaboration with other brands in various venues.
- Launching small online marketing campaigns on social networks.



### Multilingual Customer Service Agent & Administrative Assistant

WebTranslatelt.com

Jan 2016 - Oct 2022 (6 years 10 months)

- Answer all financial and administrative customer queries.
- Provide first level technical support.
- Answer quotes, make live demonstrations to potential customers.
- Follow up on customer experience, getting feedback to make the platform better.

- Write content about our customers' experience and the involvement of the company in various projects.
- Handle small marketing campaigns on social media and advertising platforms.

## **Bilingual Customer Service Sales Associate**

Wayfair

Mar 2015 - Feb 2016 (1 year)

- Answer customer inquiries via telephone and email
- Handling various issues (delivery, order processing, account editing, billing)
- Assist customers with site navigation and order placement
- Assist with Marketing and other interdepartmental projects

## **General Office Assistant**

Pigier

Nov 2013 - Dec 2014 (1 year 2 months)

Coordinating position in a private training center for high school graduates:

- Creating timetables for students and teachers, organizing teachers' conferences, reunions and exams.
- Managing office supplies (planning needs, negotiating prices with suppliers) for 50 employees and 700 students.
- Taking over the reception desk 2 afternoons every week, answering and transferring calls from the switchboard, welcoming potential clients, giving information about the different training courses available.

## **Bilingual Business Assistant**

Appart'City

Jan 2013 - Nov 2013 (11 months)

Managing contracts signed with multiple companies, settling disputes with clients, disagreements on prices and other demands, making quotes for clients and prospects, offering customer advice, additional sales, organizing and attending weekly meetings with the sales managers, CEO and CFO about the company global business strategy.

## **Executive and Business Assistant**

ARTHUR LOYD FRANCE

May 2012 - Nov 2012 (7 months)

Assisting the real estate agents and the Agency Manager by taking charge of the following tasks: writing and editing mandates and lease agreements, dealing with the administrative documents involved in the leasing/selling process, common accounting operations such as billing and reminders, writing and editing PR material (mailing, flyers, brochures), dealing with the logistics of the agency (managing office supplies stocks, dealing with suppliers).

## **Technical Translator**

Hieroglifs International Romania

Feb 2008 - Jan 2011 (3 years)

Translation of various types of documents (such as instruction manuals and commercial reports) from English to French and French to English, proofreading of translated texts.

## Education



### **Université d'Angers**

Master's degree, Language Interpretation and Translation

Sep 2007 - Jan 2009

Master's degree in French-English translation: writing of a memoir including the translation of a short story from English to French and the literary analysis of the short story.

### **University of Poitiers, France**

English Literature and Civilisation Degree, English Literature and Civilisation

2004 - 2005

### **Lycée Camille Guérin, Poitiers, France**

Literary Preparatory Classes, Literary subjects, English translation major

2001 - 2004

### **Lycée Charles de Gaulle, London, United Kingdom**

Baccalauréat, Social sciences and Economics major

2000 - 2001

## Skills

Translation • Web Content Writing • Proofreading • Editing