

Xianya ZHAO

Email: zhaokay@hotmail.com

Mobile: +86-185-7566-2808

Career Objective

I am currently seeking English/Chinese translation and interpreting freelance work. I have a particular interest in conference and simultaneous interpreting as well as translating different texts across languages.

Education

Tertiary

- Master of Interpreting and Translation (Conference interpretation): Monash University (completed June 2016)
My average grade was high distinction.
- Master of Arts (International Studies): University of Adelaide (completed December 2013)
My thesis topic was China and the G20 from a Neoliberal Institutional perspective; my average grade was distinction.
- Diploma of Interpreting: TafeSA (completed November 2011)
My average grade was high distinction; top achiever in my year; won Student of the Year prize.
- Bachelor of Economics and Social Sciences: University of Sydney (completed December 2006)
Majored in Government and International Relations; my average grade was a pass.

Language Skills and Accreditations

- Conference Interpreter in Mandarin (Level 4), accredited by the National Accreditation Authority for Translators and Interpreters (NAATI) since August 2016.
- Professional NAATI accredited Cantonese interpreter since April 2014.
- Professional NAATI accredited English into Chinese translator since August 2016.
- Passed Level 1 of the Japanese-Language Proficiency Test (self-taught) in January 2011.

Employment History

July 2012 – August 2016

Mandarin and Cantonese Interpreter

(casual position)

South Australian Government Interpreting and Translation Centre

Department of Immigration and Border Protection

Victoria Government Interpreting and Translation Services

Responsibilities:

- Attend consecutive and simultaneous interpretation assignments at different locations and meet clients from various cultural backgrounds; travel extensively and build positive rapport with clients.
- Facilitate communication between non-English speaking clients and English-speaking professionals. I complete each task of the highest standard and I am frequently requested exclusively for consecutive appointments.
- Explain cultural information to English-speaking professionals to enhance their understanding of the client and their issues. Professionals have appreciated my extensive knowledge of Chinese culture which assists them as they perform their duties.

- Maintain high standards of professionalism. I dress appropriately for each assignment and demonstrate a strong work ethic by being punctual and managing my schedules effectively.
- Adhere to industry's Code of Ethics regarding confidentiality and impartiality. I ensure that all written records are properly destroyed and never disclose clients' information to a third party. I remain impartial at all times by not voicing my opinions.
- Manage conferences by creating suitable environments for successful trilateral dialogues. Clients appreciate that my effective arrangements minimise disruptions to their conversations.
- Control the flow of conversations to ensure accuracy in interpretation. I am able to use effective body language to indicate to clients when I am starting my interpretation without compromising the flow of dialogue and the accuracy of the content.

April 2008 – April 2012 **Customer Resolutions Consultant and Solutions Specialist**
 (full-time position)
 Westpac Bank Collections Department

Responsibilities:

- Worked in high volume team environment. I shared crucial information with colleagues to ensure customers received consistent advice. I received the Team Member of the Month award and a commendation email from CEO Gail Kelly for my outstanding customer service and team support.
- Handled sensitive information and adhered to privacy act and banking regulations. I followed bank's procedures to protect the safety of all customers' information and achieved zero breaches in the areas of confidentiality and privacy.
- Applied sound judgement and good analytic skills in a timely manner. I was able to collect and analyse relevant information efficiently and helped customers to manage their obligations to the bank.
- Worked in a diverse environment with over 500 employees and liaised with other departments throughout the bank. I respected individual cultural backgrounds and worked effectively with the team, which led to a branch manager commending the quality of my support for colleagues.
- Dealt efficiently with complex and challenging situations. I was able to identify critical issues and arrange priorities when dealing with multiple accounts. I remained professional and calm when talking to difficult customers.
- Provided urgent assistance to disaster-affected customers. I listened with empathy and made sure they received immediate relief on relevant accounts. I also made recommendations for extra help from the government or insurance companies.

Professional Memberships

2013-2016 Australian Institute of Interpreters and Translators (full member)

Extracurricular Activities

- Manage events organisation and committee member communications for the Australian Institute of Interpreters and Translators as the SA branch Secretary since September 2013.
- Attended the 2013 Asia Pacific Week at the Australian National University in Canberra as one of the 100 student delegates invited from around the world.
- Volunteered at a migrant organisation, the Bridgebuilder, from 2008 to 2013, working as an assistant team leader. I provided information about Australia and helped new migrants settle in Adelaide.
- I enjoy travelling and reading, especially biographies and spiritual books.