

MARCELO GALEAZZI

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Talented Translator / Interpreter with great enthusiasm is eager to face a new challenge which will utilize my analytical skills, professional manner and friendly approach.

A native Spanish speaker, MA in Translation studies and graduated in Advertising and Journalism, holds excellent communication skills and cultural knowledge. Reliable and trustworthy, is willing to work within a multicultural organisation.



MA IN TRANSLATION STUDIES - OCN Level 4 Community Interpreter

Queen's University Belfast. UK. 2016/17.

MASTERS IN INTERNATIONAL JOURNALISM

UNED / Efe Agency. Spain. Online Programme. From November 2013 to September 2014.

BA IN ADVERTISING

School of Social Communication, University of Salvador, Argentina. From March 1995 to September 2005.



Freelance Translator (English-Spanish) Tutor and Journalist

June 2017 to present

SELF-EMPLOYED

Translation Services (EN-SP). I am a specialist in business, marketing, web and news translations. I help clients in reaching Spanish speaking audiences with the rendering of high-quality and reliable translations. I am also volunteering at Translators without Borders and Trommons.

Copywriting. I write balance, accurate and interesting news reports about politics, travel and books for the Spanish and Latin American media.

Primary, GCSE & 'A-Levels' Spanish Tutor. I have taught children and adults in a variety of settings and home tutoring for academic and travelling purposes. I plan my classes and teach through history, culture, food, literature, movies, news and destinations of the Spanish and Latam world.

B2B Sales Representative for Veritas Technologies

Belfast, United
Kingdom. January
2016 to June 2017

CONCENTRIX CORPORATION

Building Customer Relationships. As part of a team, I worked closely with customers, vendors and distributors to promote and facilitate the renewal process of software licenses within my territory in the US. I developed key strategies to maximise renewals ensuring targets and client satisfaction.

Problem-solving skills. I resolved customer enquiries, questions and complaints, conveying information concisely and effectively with excellent verbal and written communication skills.

Phone, chat and social media interactions. I handled outbound and inbound contact from customers and partners across these channels.

Bilingual Customer Service Representative

UK/Spain. May 2012
to October 2015

KING.COM – Social Games Company

Customer focused. I offered email and chat support in English and Spanish to



VIP users who played casual games on the company's websites, apps on Facebook and mobile devices.

Quality monitoring. I assessed calls and social media interactions, I evaluated adherence to processes and monitored the effectiveness of the services. I gathered feedback from users regarding product experience and reported back to the line manager to improve service provision.

News Copywriter

Buenos Aires,
Argentina. March and
April 2014

EFE AGENCY – International News Agency

Internship in News Reporting. (study leave) I wrote news articles about culture, sports and society for Spain and Latin America. I helped with recording images, interviews and video editing for multimedia reports.

Front of House

Inverness, Scotland.
May 2011 to April
2012

POLMAILY HOUSE HOTEL

Face-to-Face Customer Relations. I welcomed guests and large groups of tourists and acted as first point of contact. I dealt with their daily queries and coordinated tours in the area.

Administrative Skills. I handled bookings and kept accurate records of stock at the restaurant and bar.

Financial administration. I monitored petty cash and tracked sales.

Assistant in Marketing and Communications

Buenos Aires,
Argentina. January
2008 to April 2011

CARREFOUR ARGENTINA – Multinational Retailer

Marketing duties. My responsibilities included creating special deals and promotional discounts for the houseware department, which were then published in ads, spots, catalogues and newsletters with national coverage.

Multitasking activities. I participated in multiple projects and marketing campaigns while maintaining strict attention to detail, all the time appreciating the value of maintaining good staff relations. I consistently met deadlines. I analyzed the performance of the products published to identify trends and optimise sales.

Communication Skills. Liaising with a range of stakeholders including customers, colleagues, suppliers and partner organisations.

Report writing. I monitored competitors' activity online and in national press coverage, and produced sales reports.



ICT literate – I am proficient in the use of Office packages, CAT tools, Trados and EzTitles.

Belfast Free Spanish Lessons - As a volunteer tutor, I provided Spanish lessons to beginners, intermediate and advanced students. Belfast. UK, 2014 to present.

Certificate in First Aid – British Red Cross. Edinburgh, UK, January 2012.

Volunteering Work – I helped children in need at a Kitchen Soup on a weekly basis. “Comedor Infantil Catalina”. Argentina, 2004 to 2009.



Referee Laura González – Team Leader at [King.com \(Barcelona\)](#) +34 607029174 // Lucie Aadi – Manager at [Veritas](#) +44 74 3250 3958 – Lucie.aadi@veritas.com // Francis Mcil Murray – Manager at [Veritas](#) – fmcilmurray@gmail.com //