**NELLY TEQUE CV**

*Name:* Nélia Gomes Teque *Phone:* +44 7591 405 833 *Email:* neliateque@live.com.pt

*Nationality:* Portuguese [native]

*Languages:* Brazilian Portuguese, English, Spanish [fluent]; Italian, German, French [basic]

**Personal Profile**

To be successful you must have a combination of talent, hard work and great interpersonal skill. This is how I approach each day and ultimately believe we are all judged by the results we produce.

From a young age I have been enthused by the power of communication and ability to speak many languages. Spanish and English are the base of my academic years whilst my German, Italian and French skills show versatility. During my working career I have taken on various challenges and always demonstrated a high level of commitment and punctuation skills.

I excel when working on my own accord and hold great motivational skills to always accomplish tasks for clients on time. I have an extremely positive outlook in life which drives me daily to achieve my ambitions.

**Education & Qualifications**

**2015 TEFL Diploma**

**2006–2009 Lusófona University** (Lisbon)

 Translation and Interpretation (English, Spanish & French) Degree

 Portuguese & English Literature, Linguistics, Terminology, Theory & Models of Communication

**2001–2003 Escola Secundária de Cacilhas** (Lisbon)

Technologic Course of Communication Degree (A level equivalent)

 IT, Communication, Journalism & Languages

**1996–1999 Escola Secundária de Cacilhas** (Lisbon)

 Secondary School Degree

**Working History**

**2011 - Present Freelance Translating**

Home based freelance translating work / projects for clients since 2011. This was a part-time role outside my working hours until I left Booking.com to go on maternity leave. Since February 2017 this has been my full-time job as I build my clientele base and broaden my knowledge of various sectors.

* Including: website update translations, articles, legal documents, music content, contracts.
* Portuguese / Brazilian Portuguese to English and vice versa.
* Clients include (amongst others), an international air charter service, a sports agency, an advertising agency and an international music content company.

**2015 May-2016 Oct Booking.com |** Customer Service Executive (London)

* Intermediary between guests, accommodations and affiliates with a special focus on Portuguese, English & Spanish speaking customers and clients.
* Interpret and translate communication between guests, hotels and affiliates, including: contracts, transactions, invoices and legal documents.
* Provide extranet assistance services to international clientele base.

**2014 May-2015 May SiteMinder |** Service Desk Analyst (London)

SiteMinder is a leading global hotel room distribution platform serving 10500 hotels in over 100 countries.

* Technical support for SiteMinder’s Latin American & European customers.
* Use of Portuguese, English & Spanish language skills to liaise with worldwide clientele base.
* Account Management support to Hoteliers’ on using their extranet and its functions

**2013 Feb-Apr 2014 Specsavers Opticians |** Optical Assistant& Merchandiser (London)

Became the floor merchandise leader after four months in the role. Managed a large portfolio of Latin American, Portuguese and Spanish origin clients, translating and interpreting consultations.

**2012-2013 The Windmill Hostel |** Venue Management (London)

Provided guidance to visitors from around the world staying at the hostel.

**2011-2012 Uniqlo |** Customer Services Advisor (London)

First full time position once moving to London. Maintained a high level of customer service and sales skills.

**2009-2011 Moonlight Bar |** Owner & Manager (Lisbon)

Took over a bar that had poor management. Bought the lease and transformed the venue into a vibrant cocktail bar. Managed a total of 6 members of staff and turned the venue into a profitable business.

**2006-2008 Foto Fontoura |** International Photographer’s Assistant (Lisbon)

Assisted a professional international photographer, translated documents for the business.

**Achievements**

* Fulfilled a dream of becoming a business owner. Moonlight Cocktail Bar developed into an establishment in Lisbon recognised for its multinational crowd and unique venue.
* Completed a degree in Translation & Interpretation and have gained practical experience in the field.
* Matched my ambition of speaking in six languages with working proficiency.

**Additional Information**

**IT:** Proficient with SDL Trados Studio, Salesforce and all Microsoft Office applications: Word, Excel, PowerPoint

**Interests:** Languages & cultures, reading, tourism, interior design/DIY, fashion, music, sports, travelling and aviation enthusiast.

 *References available upon request*