

# YANA YURCHENKO

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## Summary

Professional Translator and Interpreter fluent in English, German, and Russian languages (reading, speaking, and writing).

## Skills

- Written and oral proficiency in three languages — English, German and Russian (native)
- Two years of professional translation services
- SmartCat proficiency

## Work History

**Freelance Translator And Interpreter**, 09/2017–05/2019

**Self Employed** — Moscow, Russia

- Translated and proofread scripts for IT and media companies to assure consistency and correctness of the texts interpretation.
- Managed high volumes of work assignments with urgent deadlines.
- Utilized multiple professional sources of information to provide highest level of translation services.
- Followed language development trends and focused on continuous self-education.

**Customer Service Specialist**, 10/2018–12/2018

**Teleperformance Russia** — Moscow, Russia

- Collected and analyzed customer feedback, proposed recommendations of service improvement to management.
- Retained accounts by addressing potential cancellations and offering catered solutions to maintain account status.
- Focused on customer satisfaction by addressing concerns and resolving complaints, which helped to strengthen company's customer experience strategy.

## Education

**Bachelor of Arts: Transcultural Communication**, 10/2013–02/2017

**University of Vienna** — Austria

**Vocational Courses: Consecutive Interpretation**, 09/2017–07/2018

**Moscow State Linguistic University** — Moscow