

Napoleon Enrique Gutierrez Caceres

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Profile

Accomplished translator with demonstrated ability to deliver reliable, accurate results in several different fields including sports, recreation, airlines, transportation and marketing. I am fluent in both English and Spanish, and have extensive experience in customer service and sales. I use SDL Trados and also have experience working in Wordpress and Microsoft Office. I enjoy dynamic and challenging work projects involving fast paced activities that allow me to learn on a daily basis and acquire new skills. Being raised in the United States, I acquired a native level command of oral and written English language.

Professional Experience

FREELANCE TRANSLATOR AND PROOFREADER

SAN SALVADOR, 2015 - CURRENTLY

Worked as a freelance translator on several projects including online articles, social and political papers, work manuals among others. Fluent in both English as well as Spanish I am committed to delivering accurate, reliable translations. My business and marketing background provide me with useful additional knowledge and skills.

GENERAL SALES MANAGER

MULTISERVICIOS BURSATILES, SAN SALVADOR, 2009 - DECEMBER 2017

Commodities brokerage firm which I started and managed since February 2009 to June 2018. I implemented operational, commercial and legal procedures and policies achieving sales growth of up to 300% during the first 4 years.

MANAGER & OWNER

ALCANA S.A. DE C.V., SAN SALVADOR, 2005 - 2015

Started a small company dedicated to importing consumer goods such as small appliances for wholesale purposes. Created and grew its customer base entirely from nothing.

COUNTRY MANAGER

UNITED PARCEL SERVICE, UPS, SAN SALVADOR, 1996 - 2004

Country manager in charge of all UPS operations in El Salvador including marketing strategies, budgets, project development and operational efficiency obtaining profit increases of up to 175% during the first 3 years. I acted as Sales manager achieving an average sales growth of 20% during an 8 year period.

CUSTOMER SERVICE MANAGER

CREDOMATIC DE EL SALVADOR 1995

Customer service manager for a major credit card company in El Salvador with a team of 45 employees in which all customer service regarding balances, inquiries, complaints, new and renewal credit card were distributed. I implemented a follow up system that reduced response time for any type of service request or inquiry to be reduced up to 100% or in some instances more.

RESERVATIONS AGENT, RECRUITING AND HIRING MANAGER, SALES AND MARKETING EXECUTIVE

TACA INTERNATIONAL AIRLINES (AVIANCA) 1987 - 1995

I was promoted 3 times from reservations agent, flight programmer, recruitment manager to account executive. I obtained solid experience in customer service and SABRE reservations system. I interviewed over 500 candidates in a 2 year period as Recruiting Manager. I kept a close sales and customer service relationship with travel agencies in El Salvador.

ENGLISH AS A SECOND LANGUAGE TEACHER

CENTRO ACADEMICO DE IDIOMAS 1984 - 1987

Taught English as a second language at all proficiency levels, beginner, intermediate and advanced students.

Education

Bachelors Degree in Business Administration 1991

Universidad Dr. Jose Matias Delgado , San Salvador, El Salvador

High School Diploma 1983

Escuela Americana de El Salvador, San Salvador, El Salvador

Skills Highlights

- Strong Communications skills
- Experience translating in several fields including, social, political, marketing, sports, nutrition and recreation.
- Taught English as a second language for 3 years.
- Cooperated with Translators Without Borders
- Proven track record of delivering on time, accurate work.