

Pavel Stahl

English teacher, Translator, Customer service, Map analyst



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Summary

I am a passionate hard working Freelancer with a great past at customer service and teaching English. Being from Czech Republic where I learned what's mean customer service and what I need to do for make customer happy and leaving telephone line or interactive chat with a smile . After all that I made decision discovered world and I used to live at Scotland, USA and now for almost 4 years at United Kingdom and Czech Republic (where Im doing my translate jobs too and Im traveling between these countries because my wife is from United Kingdom) which is improve my language skills and especially worked at restaurant industry improve my customer service on even better level. I naturally have a flare for making customers smile and have long standing clients that return just for my service. All these skills, experiences using in translation projects as well. I used to teach English for Czech kids in Manchester as a part time job for 2 years as well.

Experience

Translator / ProZ.com (2019 January - Present)

Translate projects Czech / English or English / Czech.

Translator / G+P Service s.r.o. (2019 April - Present)

Translate projects Czech / English or English / Czech.

Translator / Unbabel, Lingo24 (2021 April - Present)

Translate projects Czech / English or English / Czech.

Map Analyst / Appen (2018 January - 2019 January)

Rating google map results and rating for Appen. Remote part time job.

Teaching English / Czech community in Manchester (2017 January - 2019 January)
Mostly I was teaching Czech kids (age 6-12) from beginners to intermediate level. They moved to England with parents and they needed improve their English skills as soon as possible for new School, friends etc.

Bar Tender / Supervisor - Dukes 92 (2015 - 2019)

Supervising/managing a team of about 6 people, ensuring all duties carried out and time managed well. Making phone party reservations for customers and coordinate them for their fully happiness. Serving the general public in one of the busiest bars in Manchester (especially in the summer) with ease and engagement.

Cocktail Bartender - Briny Irish Bar - Miami Florida - (2013 - 2015)

As this was in the USA, service is a huge part of the job criteria engaging well with customers with an extremely friendly positive attitude.

Customer service - Ceska Pojistovna- Czech Republic (2010- 2013)

Ceska Pojistovna is a most traditional and typical Czech insurance company.I was so lucky spent three years in this great organisation. My responsibility was about react on a hundreds of questions about customers insurance contracts and accidents per day and also supporting foreign english telephone line at Czech republic.

Customer service - Proveon- Czech Republic (2009- 2010)

First experience with customer service. I used to provide active sale to customers about mobile plans, credit cards and other different things from financial sector.This job taught me a lot for my future at customer service industry.

Education

College - Sps Breclav - Czech Republic - 2003 - 2007

Education Principal - IT

VUT Brno - Czech Republic - 2007 - 2011

University Bachelor - Robots and automatisation

TEFL 120 certificate (160 hours in progress)

Languages - Fluent speaking, written and reading in Czech (native) , English and Slovakian. Passive Polish

IT skills - OsX, Windows, Microsoft office package, programming languages C++/C

Others - EU Driving license