

# Erika Pasquini

## PERSONAL DETAILS

**Address:** Via Don Milani, 7  
Borgo San Giacomo  
25022 (BS)

**Mobile:** +44(0)7938326290  
+393477669410

**E-mail:** erikapas84@libero.it

**Nationality:** Italian

**Date of Birth:** 8<sup>th</sup> September 1984

**Gender:** Female

## PERSONAL PROFILE

I am a highly motivated and successful individual with a passion for languages. I pride myself on being very conscientious, organised, reliable and thorough. Colleagues report I have very high energy levels, lots of enthusiasm and that I am a very hard-working key team player, with excellent written and verbal communication skills. I like to take on new challenges and am used to working effectively on a variety of projects at the same time, while ensuring deadlines are kept. Furthermore, I am a quick learner and therefore I believe I possess the skills to be a true asset to an organisation.

## QUALIFICATIONS

*March 2011*                    **MA Techno-Scientific Translation (105/110)**  
Università degli Studi di Genova, Italy

*March 2007*                    **BA Foreign Languages and Literature (106/110)**  
Università degli Studi di Bergamo, Italy

*June 2003*                    **School Leaving Certificate of Classical Studies (89%)**  
Liceo Classico "A. Racchetti", Italy

## LANGUAGE SKILLS

**English:** Excellent level  
**French:** Excellent level  
**Spanish:** Basic level  
**Arabic:** Basic level

## PROFESSIONAL DEVELOPMENT

**Jan 2019 – ongoing:** *Freelance Translator, several clients*

I perform translations of generic and technical texts, as well as patents, training documents, web and apps contents. I also offer proofreading services.

I have also translated part of the book *The Four of Us: A Holocaust Memoir* by Goldy HESS.

**March 2011 – ongoing:** *Freelance Translator, Neno Language Services, Brescia, IT*

I initially worked as an intern for 3 months, then became an employee. My duties included translation and proofreading of patents and technical texts from English/French into Italian. As a project manager, I was also in charge of providing quotations and dealing with clients and translators. I have been collaborating with them as a freelancer since 2014, and mainly translating patents.

**Jan 2018 – Jan 2019:** *International & National Sales Administrator and Customer Support, Gruppo Happy, IT*

My role involved the following tasks: supporting customers and agents, answering and dealing with all queries and issues (returns, certificates & TDS requests, specific requests about transports, ...), drawing quotations, managing price lists, entering orders in case of new or customized products, managing projects related to new products, planning and sending samples, creating and amending customer accounts, **translating** (letters, legal documents, technical documents, ...), issuing credit notes, calculating monthly bonuses, generating stock lists, daily interfacing with all the company departments.

**Nov 2016 – Nov 2017: Order Management Specialist, Equinix, Slough, UK**

As an OM specialist I was in charge of every aspect related to orders: configurations, cancellations and amendments through Siebel. I supported the CSM team when needed, and liaised with other departments such as Sales Engineers, Network and Projects teams to make sure that all order queries were answered, and any issue was resolved as soon as possible. Furthermore, I ran several reports to check the status of the orders, assigned SRs within the team, and logged tickets when required. I also managed the main inbox, and regularly held conference calls with CSMs, quote team and account managers to discuss about the order status.

**Jun 2014 – Nov 2016: Orders Management Administrator, Pitney Bowes, Henley-on-Thames, UK**

My role involved several tasks such as validity checks of the sales documents (PO, quotations, contracts), credit controls, data entry in the company systems (SalesForce, OTC, EB2, Lotus Notes) to raise order confirmations, certificates issue, contract renewals, credit notes and interim issues. I was also in charge of the customer accounts management (creation & amendments). Due to my role I was constantly interfacing with sales representatives and internal departments (invoicing, fulfilment, finance, legal, credit collection team and customer service). Furthermore, I was assigned the French market where I could build a solid relationship.

**Jan 2013 – Jan 2015: Translator, The Aktual Translation Group, Henley-on-Thames, UK**

I initially worked as an intern for 5 months, then became a temporary employee. I was assigned a major project for the Italian Navy and completed a large project for a global procurement company. I was also in charge of proofreading, editing and translating technical texts, certificates and marketing material from English/French into Italian, using Trados.

**April 2012 – Dec 2012: Export Sales Administrator, Clabel srl, Manerbio, IT**

I worked for a horse equipment company and my role included secretarial duties, such as welcoming customers, answering the phone, arranging appointments, organising travels for our working teams and dealing with renting machineries companies. Furthermore, I followed the entire sale process from writing quotations, drawing up contracts, delivering the products and dealing with all the after sales issues. Due to the fact that we had foreign clients, I was in charge of **translations** for the whole business (customer requests, letters, e-mails, competitive tenders, **interpreting** during meetings and trade shows from English/French into Italian and from Italian into French). I also partly dealt with one of the trade show organization and collaborated with an external company to create our website.

**Additional experience**

- *Aug 2011 – Aug 2012: Voluntary translator of articles and book extracts from English/French into Italian for a website (Progetto Gionata)*
- *Feb 2010 – March 2010: I created the subtitles for the film “La Grande Vie” by Emmanuel Salinger, screened at the “Festival Nuovo Cinema Europa” (internship)*
- *June 2009 – Sept 2009: Voluntary translator of several medical texts from Italian into English and proofreader of a section of the book “Aborting America” by Dr. Bernard Nathanson (Italian version)*
- *Oct 2007 – April 2008: Italian Language Assistant, Cité Scolaire Julie Daubié, Rombas, France.*

**Other training and IT skills**

- Course in **Interior Design** (2017-2020)
- Short course in Sales and Marketing (2014)
- Course in **Pharmaceutical Translation** (2012)
- Good knowledge of Microsoft Word, Excel, PowerPoint and Outlook. Very good use of the Internet, Wordfast and **Trados** (which I currently have).

**INTERESTS**

Alternative medicine, wellbeing, coaching, psychology, health & nutrition, cultures, art & architecture, travels, books.

**RATES**

Translation: 0,05 €/source word

Proofreading: 15 €/hour

**REFERENCES UPON REQUEST**