

Daniela Calota

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SKILLS

- Excellent mentor skills and educator skills
- Mindful and customized approach in the teaching technique
- Empathy, compassion, leadership, teamwork, creativity
- Ethics and teamwork orientation
- Tact and diplomacy.
- English - French - Romanian: Fluently speak, read, and write.
- Italian & Spanish - Read and understand –beginner level
- Reliable , responsible , efficient
- Friendly, outgoing and courteous, enthusiastic
- Fast learner
- Time management
- Excellent Computer skills and IT work experience
- Interpretation/ Translation skills in diverse, international environments in different fields: education, immigration, medical, legal, social, banking
- Article writer - nutrition, yoga, health, mindfulness - International online health magazine

Quality

- Enthusiasm and positive attitude
- Patience –can cope well with challenges
- Commitment to make a change in the analytical, critical thinking of the children and improve

their self esteem and confidence in class

- Humility – has an openness to continuous learning and an awareness of the contributions of others
- Self awareness – has a good understanding of self
- Being inspirational – is passionate and can ignite that passion in others for learning and knowledge

Competencies

- Leadership – can see the needed direction of travel and influence others to get on board
- Planning – can work out how to get from A to B
- Communication – can enable others to understand
- Problem solving – can find solutions when problems occur
- Getting results - can deliver outcomes
- Flexibility

WORK EXPERIENCE

April 2015 - January 2019 Language instructor Worldwide - Romanian / English for Listen and Learn (UK office)

January 2016- March 2019 (Vietnam, Thailand) -ESL-Topica International (online classes) part time-Online classes - Remote - UK) & Tutor ABC

November 2016 - Present Interpreter / Translator - Language Services Association (International_USA) interpreter serving NHS related call, social services, banking, etc (UK , London based home office remote- Online Interpretation)

January 2015 –Present National Volunteer – Blind and Deaf Foundation UK (

befriender senior Support) National Online Helpline Support – The Grandparents Association

October 2014- Present Bilingual Administrative Operator Exclusive International UK (Essex Harlow)

- Assist in the management MS Outlook
- (Planning/arranging events and meetings). Handle telephone calls from both internal and external sources.
- Provide administrative
 - telephone coverage, copier projects, mail handling, supplies control,
 - processing of letters/correspondence, events/meeting planning, report generation,
 - invoice/expense reporting, data base management and assisting with completion of
 - specially assigned projects, fax, scanning,
 - Transportation scheduling, booking, operational support staff, facilities coordinator.

May 2010- August 2014

**French Academic Instructor/ French Tutor/ Physical Education
Yoga Zumba Instructor Children/ Adult French Learning**

- Assisting students with home-works and new projects for classrooms in areas such as Math Science, Social Studies, History, French Grammar and Literature, Literacy.
- ● Improve the French language skills in writing and speaking, analytical thinking, oral communication, grammar and reading skills.
- Improve the critical thinking of students; assist in the developing communication skills.
- Ensuring that you use information provided about your pupils to support their learning accordingly
- Ensuring that you model good conduct for your pupils, and maintain a professional manner

- Ensuring that you are able to commit to attend all session dates, relaying any unavoidable absences to relevant contacts

January 2003- January 2005

**French Teacher- Montessori “Raza de Lumina”
Craiova .**

- Provide a variety of materials and resources for children to explore, manipulate, and use, both in learning activities and in imaginative play while learning French
- Discuss with parents or guardians, other teachers, counselors, and administrators to resolve students' behavioral and academic problems.
- Prepare children for later grades by encouraging them to explore French learning opportunities and to persevere with challenging tasks
- Meet with parents and guardians to discuss their children's progress, and to determine their priorities for their children and their resource needs.
- Organize and lead activities designed to promote physical, mental, and social development such as games, arts and crafts, music, and storytelling.
- Prepare materials, classrooms, and other indoor and outdoor spaces to facilitate creative play, learning and motor-skill activities, and safety.

- Collaborate with other teachers and administrators in the development, evaluation, and revision of kindergarten programs.
- Use computers, audiovisual aids, and other equipment and materials to supplement presentations.
- Plan and supervise class projects, field trips, visits by guests, or other experiential activities, and guide students in learning French from those activities.
- Involve parent volunteers and older students in children's activities, in order to facilitate involvement in focused, complex play.
- Attend professional meetings, educational conferences, and teacher training workshops in order to maintain and improve professional competence.

March 2011- May 2013 Remote Technical Support / Home based work

|Support SmartPros

- Answer inquiries about orders
- Provide information in regards to the orders processed
- Advise customer on the product lines
- Translations from French to English
- Placing orders for customers and update user profiles.
- Respond to client needs from multiple lines of businesses related to infrastructure and service delivery requests; Respond to client requests (telephone, email, web) for infrastructure or escalate for one or more products or services.
- Liaise with the US departments for any communication in French related to our customers in Quebec region.
- Correspondence with the customers and different internal department for items related issues, shipment delays, exchanges, returns and replacements.
- Check deadlines on incoming requests and put preliminary work in play
- Product Research
- High volume data entry, tight deadlines
- Exclusively responsible for all correspondence and all customer inquiries for all Quebec region.

February 2009- June

2010 CIBC CANADA

- **Business Unit Description: Technology:** responsible for the delivery of technology in support of all CIBC businesses and customers. Directly aligns to CIBC's businesses, with a technology team for each business. Delivers world class solutions in support of business strategies, through a combination of in-house systems development and working with leading technology partners. This group also manages CIBC's core computing facilities, telecommunications and networks globally.

Technology Operations: responsible for the day-to-day operational management of the Technology organization, focusing on an integrated approach to operations, service delivery, planning and the processes supporting CIBC. End User Services (EUS) is responsible for driving the strategic design and implementation of the day-to-day work of enterprise employees services such as desktop, email, file, print, mobile handheld devices and remote access services. In addition, this group will be responsible for enhancing our desktop and related technology infrastructure support and bringing additional focus to the employee experience.

Key Accountabilities / Activities: Provide first level support for technology products or applications. May also complete and verify low complexity changes and provides monitoring of key technology components.

MAJOR ACTIVITIES:

- Respond to client needs from multiple lines of businesses related to infrastructure and service delivery requests; resolve and/ incidents to the next level of support as required by documented procedures/policies.
 - Respond to client requests (telephone, email, web) for infrastructure or escalate for one or more products or services.
 - respond to clients; escalate complex support to defined service level objectives. Track and/or monitor the incidents to insure a timely resolution. open tickets and escalate accordingly
- Correspondence with end user and different technology department User admin tasks: create user's profile, update user's profiles, share drive access, remote access Participate in meetings, update articles, processes.

Requirements:

Work

Experience:

- Service Excellence--Ability to understand customer needs and expectations, provide excellent service in direct and indirect manner, and fulfill customer expectations.
- Accuracy/Attention to Detail--Ability to process information with high levels of

accuracy.

- Interpersonal Relationships--Knowledge of approaches, tools and techniques for working with individuals and groups in a constructive and collaborative manner.
- Problem Solving--Knowledge of approaches, tools, techniques for recognizing, anticipating, and resolving organizational, operational or process problems.
- Oral Communications--Ability to express oneself and communicate with others verbally; recognizing that verbal communication is more than just language - it includes tone, style and structure.
- Written Communications--Ability to produce a variety of business documents that demonstrate command of language, clarity of thought and orderliness of presentation.
- Listening--Ability to gather, clarify and apply information transmitted verbally, while exhibiting a genuine interest toward the speaker.
- IT Environment--Knowledge of organization's total Information Technology (IT) environment.
- Technical Troubleshooting--Knowledge of approaches, tools and techniques for anticipating, recognizing, and resolving technical (hardware, software, application or operational) problems.
- Help Desk--Knowledge of and ability to provide effective and efficient real-time support for a variety of desk-top technology users.

EFUNDS FNIS Fidelity Services December 2006- November 2008

EFD / FIS is the payments solutions company. EFD provides financial services to companies and other large enterprises with business insight to make better new account decisions improve fraud detection and management and streamline payment processing. Provides responsive and competent technical support to customers in the areas of product Investigates and resolves technical and end user issues. Possesses outstanding customer service and phone skills to compliment the deep product knowledge and technical skill set. Translate application related documents, emails, the troubleshooting results, financial – banking related texts(emails) Interpret and collaborate with different departments and liaise with the French speaking Customers. Register, track and manage all customer contact, which includes answering phone calls, e-mails, faxes, etc.

The department manager is responsible for reviewing the department ticket queue in Remedy and overseeing the assignment and progress of the open tickets. Initiate trouble tickets per defined service level objectives. Prioritize (using appropriate severity levels) and assign problems to performing groups within defined service level objectives.

- Gathering the required information from the Customer and documenting this information within the ticket for problems that require escalation.
- Immediately escalating reported problems directly to the ASG Application Support Group within established SLA requirements and subsequently opening and assigning a problem ticket.

- Close all trouble tickets as appropriate, during the initial call. As an originating organization, Customer Care is responsible to ensure the customer is satisfied before final closure of a problem
- Perform basic research and analysis of customer-initiated requests. Perform activities such as report generation, information gathering and other non-customer facing activities based on customer contract or specific requests.
- Monitoring the status of all tickets escalated by 1st Level Customer Care and Level 2 Fulfillment through the escalation and resolution process (needs to have visibility of status on behalf of the Customer and so that appropriate Customer communication can be provided as necessary).
- Closing all problem tickets escalated beyond 1st Level Customer Care or 1st Level Command Center, within established SLA requirements, upon confirmation of problem resolution (which may also include communication back to the Customer).
- Reviewing and researching all problem tickets assigned from 1st Level Customer Care within established SLA requirements. If resolution can be identified, providing follow-up contact back to the Customer, documenting the resolution within ticket, and closing the ticket within established SLA requirements. If resolution cannot be identified based on research performed, documenting the current status in the ticket, and assigning to the appropriate Group.
- Assessing, after performing research on a ticket, whether or not the severity level assigned to each problem is appropriate. If not, then initiating modification to the severity level assignment through the established approval process.
- Performing call “fulfillment” activities received from 1st Level Customer Care (e.g., request for a report rerun, For problems considered to be “shared” across multiple lines of business, the Fulfillment areas will work together to determine the group providing internal notifications as well as providing status updates in the event customers associated with the various lines of business need to be kept abreast of the progress.

CREECHURCH INTERNATIONAL UNDERWRITERS February 2006- November 2006

Creechurch International Underwriters is one of the leading underwriting management companies (or MGAs) in Canada, offering specialized insurance solutions for independent businesses and trade associations. Our products are distributed exclusively through licensed Canadian insurance brokers through our offices in Toronto and Montreal.

Bilingual Administrative Assistant

- Relieve management of administrative detail, all projects
- Update delegated tasks to ensure progress to deadlines
- Keep projects on schedule / working under tight deadlines
- Arrange essential mail in priority action order for each employee
- Check deadlines on incoming requests and put preliminary work in play

- Research, draft
- High volume data entry, tight deadlines
- Handle all inquiries within my capacity
- Route calls elsewhere as needed
- Answer all inquires
- Handle flow of mail and faxes.
- Other related office, administrative, and clerical duties.

TEACHER / TUTOR & FREELANCE TRANSLATOR EXPERIENCE

Independent Translator Jan. 2003 - Dec. 2005 Translator/
Interpreter (English-French-Romanian) (Authorized
translator by the Ministry of Justice of Romania)

Translations from French and English to Romanian and vice versa: (legal documents, social projects, certificates, diplomas, technical documentations, brochures, etc). Teach Part Time French/ English all grades , also teaching basic gymnastics and dance classes Zumba and Disco, reading/ comprehension/ grammar/ dictation/ conversation Kindergarten 22/ Craiova Romania Girl Scout Camp Counsellor 1999 USA – teach sport activities, provide support with any new camp activities for three months, CPR and watercraft courses completed.

2010- 2011 Teacher/ Tutor Homebased and Online Teaching French online and homebased
tutoring : homeworks, projects, conversation, grammar.

Volunteer Work

"VASILIADA ASSOCIATION" A NON-PROFIT SOCIAL AID ASSOCIATION 2004 Collaborate
with the organization by translating (French and English) documents to Romanian for social projects on
child and elderly support.

2007-2010 Volunteer Consultant Professional Mentorship / Support and Guidance for New
Immigrants - Centre Francophone de Toronto 2008

EDUCATION HISTORY

October 1994 - February 1998: Graduated from the University of Craiova/ Romania - Bachelor's
Degree in Foreign Languages/ French and English. 2004 Translator Authorization Minister of Justice
Romania / Languages French English Romanian

Courses Completed: Business Writing
and Communication Decision Making
& Problem Solving 1 Decision
Making & Problem Solving 2
Nutritionist certification

REFERENCES

Available upon request.