

Silvana Gabriela ÁVILA MORENO

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CAREER PROFILE

A multi-skilled, reliable and talented Spanish linguist who can provide a high level of support to enable the smooth running of a busy business. I have knowledge and understanding of the way other Spanish dialects are used by native speakers from Latin America and Spain. I am also a quick learner who can use a range of technical vocabulary in diverse fields (legal, media, medical, scientific, among others), and absorb new ideas. Fully aware of multicultural issues. A very proactive individual who is always eager to learn and lend a helping hand to ensure the end-product meets high quality standards.

WORK EXPERIENCE

Patient Access Manager Lead

February 2019-Present

Bionical Emas

Head of the customer facing team and responsible for the operational effectiveness of the department. I work close to Program Manager and other supporting functions to make sure smooth coordination happens on a day to day basis to offer the best experience to the healthcare professionals and sponsors. Communication is key in this sector to help patients; therefore, my bilingual skills are a strength to make sure my team has a clear understanding on how to communicate effectively with non-English speakers.

Account Lead – Spain, Latam region

April 2018 – January 2019

Clinigen Group

Provide a professional and polished competitive service to own customer accounts and develop team to do likewise. Develop effective working relationships to ensure Customer Services Department delivers the appropriate service.

SKILLS AND STRENGTHS

- Applied CI knowledge to ensure no breaches to KPI or SLA agreements, and implementation of all corrective actions with the team.
- Created and maintained a positive, motivational working environment within the team.
- Constant coaching and training of the team to ensure processes were followed correctly.
- Keeping cross-departmental communication flowing to review data, customers and queries to agree actions and follow through to conclusion.

Continuous Improvement Executive

Jan 2018 – January 2019

Clinigen Group

Facilitate the streamlining and elimination of non-value added steps within processes, while sustaining quality. Giving support to other department to resolve issues where a gap in the process exists, as well as identified the root cause to eliminate it completely.

SKILLS AND STRENGTHS

- Problem solving mentality
- Ability to train other members of staff
- Good at building effective relationships with clients and across the business
- Quality management focus and logical thinking

Account Executive

June 2017-Jan 2018

Clinigen Group

First point of contact for physicians, affiliates and wholesalers from Eastern Europe and Spain. Responsible of servicing their needs and providing information and education for the range of Clinigen and client products. Ensure to handle all enquiries accordingly by following set systems and processes.

SKILLS AND STRENGTHS

- Ability to understand the customer's needs and solve any issues taking into consideration cultural factors
 - Able to work proactively to get the medication to the patients as soon as possible
 - Attention to details
 - Self-Managed with ability to self-check work.
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Pharmacy technician

September 2015 – June 2017

Lloyds Pharmacy

Talking and serving new and existing customers on a daily basis, building relationships with them, following strict procedures, assisting customers, handling all customer enquiries or complains in a polite and efficient manner, improving methods to optimise the everyday tasks.

SKILLS AND STRENGTHS

- Methodical approach to routine tasks
- Good accuracy and attention to details
- Great administration and communication skills
- Ability to explain instructions clearly to customers
- Flexibility to do different tasks
- Confidence in giving advice and information
- Self-motivated and dedicated

Translator (Freelance)

September 2014 – October 2018

Translating from English to Spanish for independent organisations and the National Trust in the UK, planning schedules to complete the work on time, researching about the different subject of translation to understand the clients, identifying potential problems with translation to deliver a high-quality product.

SKILLS AND STRENGTHS

- Good dealing with clients and their request
- Able to work alone without supervision
- Ability to prioritise work and meet deadlines
- Computer literate
- Great understanding and use of CAT tools

Proofreader and copyeditor

July 2012 - December 2012/November 2013 - August 2014

“Avance” newspaper

Proofreading and copyediting about 30 articles per day in 5 hours, looking for inconsistencies in context and style for a regional newspaper of politics, economy, communities, health, among other topics, achieving an excellent publication every day by adapting the schedule to collaborate with journalists.

SKILLS AND STRENGTHS

- Success meeting deadlines by coordinating high daily workload and prioritising activities.
- High level of integrity, literacy and creative.
- Able to think quickly and concentrated for long period.
- Able to rewrite articles when needed to adapt them to the right standards

EDUCATION

University Degree in Linguistics and Literature (5 year program)

September 2008 – July 2014

“Universidad Central de Venezuela (UCV)”

Specialization in Linguistics

- Written and oral Discourse Analysis (DA) using the essential theoretical and practical notions of pragmatics and semantics.
- Study the morphosyntax of the Spanish and the dialects.

Thesis: *Specialized Glossary of Linguistic Terms of Morphosyntax of Spanish* – Selection and creation of advanced own definitions of linguistic terms. The glossary will be published as an official study guide for students of the Morphosyntax of Spanish course in the UCV.

ADDITIONAL INFORMATION

I am from Venezuela and my mother tongue is Spanish, I have been living in the UK since January 2015. I hold a UK Driving Licence and during my free time, I enjoy music, theatre, travelling, reading worldwide literature, watching football, films and TV series.