

DOMINIKA OBERDA

CONTACT



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SKILLS

- Multilingual : English ,Polish, Hebrew
- Freelancer management
- Leadership
- Upselling
- Communication skills
- Time management
- Strategic planning
- Public relations
- Problem-solving

HOBBIES

- Handmade macrame creations
- FB: #handmadebynikkiwithlove
- Yoga
 - Meditation

Dedicated team player with an in-depth understanding of the culture and people . Well-versed in translating verbal communication and written words from Polish to English or vice versa. English-certified Translator.

Results-driven optimist with a proven track record of offering project management, producing quality outcomes through dynamic leadership and motivational techniques. Liaises with clients to determine requirements, making detailed cost estimates and generating consistent repeat business.

EXPERIENCE

December 2021 to Current

Project Manager at *Translatic, Poland , Wrocław*

- Running translation projects , setting deadlines, negotiating fees, conducting quality checks on final products
- Cooperating with a team of 120 translators (Eastern European languages)
- Working on 7 different platforms during the completion of the projects.(Trados,XTRF,Outlook,chat medias)
- Conducting team meetings and , training and implementing improvements within a work flow
- Meeting deadlines and special clients requests

September 2021 to Current

Freelance Sworn Translator *Self Employed, Wołów, Poland*

- Provided full English to Polish translation services.
- Accurately and efficiently translated recordings and conferences in real-time, without difficulty or stress.
- Translated original text, rewriting it into target language, ensuring perfect spelling, grammar and punctuation throughout.
- Translated videos, tutorials, adverts and films by writing and providing accurate subtitles.
- Assessed and interpreted written language in Polish to translate to English for Public Sector (UK) purposes.

July 2021 to Current

Telephone Interpreter *Translatic Poland, Wrocław*

- Performed accurate translations in Polish and English in recording sessions and live videos.
- Provided appropriate contextual information to increase clients understanding of translations.
- Interpreted conference calls and other workplace communications in real-time.
- Delivered real-time, accurate oral translations and interpretations for clients.

February 2016 to Current

Freelance Interpreter *Self employed, London, United Kingdom*

- Delivered high-quality professional translations for Public sector such as GP, Job Centres, Social Services, Mental Health Institutes

and Hospitals in high-pressure environments, successfully meeting deadlines.

- Performed accurate translations in Polish and English in recording sessions and live videos.
- Provided appropriate contextual information to increase clients understanding of translations.
- Interpreted conference calls and other workplace communications in real-time.
- Attended conferences and meetings, converting translations in real-time.

February 2016 to Current

Independent Benefit Advisor *Self employed*, London

- Maintained up-to-date knowledge of and sharing information on key benefit changes, both legislative and administrative, as appropriate.
- Initiated and participated in take-up campaigns and other outreach activities to achieve optimal outcomes for clients.
- Improved client consultations and determined needs through team management.
- Customised products to meet user specifications improving customer experience.

December 2008 to November 2011

HR Officer *The Marylebone Hotel*, London

- Boosted employee morale by establishing fair job descriptions, grades, salaries and benefit programs in accordance with market standards.
- Spearheaded special projects and resolved complex problems that impacted management and business direction.
- Assisted in developing advertising and marketing strategies across social media platforms.
- Assisted employee payroll processes by tracking attendance logs and expense monitoring.
- Liaised with team members to promote public relations strategies.

September 2007 to September 2008

Office Manger *Madagans*, London

- Enhanced customer satisfaction ratings by resolving account issues efficiently.
- Coordinated office activities and operations to secure efficiency and compliance with company policies.
- Administered physical and digital filing systems, keeping records well-organised and easily retrievable by team members.
- Wrote professional business correspondence.
- Proactively identified and solved complex problems that impact management and business direction
- Completed billing, collections and reporting duties on daily basis.

May 2006 to May 2007

Head Waitress *Dorchester*, London

- Delivered exceptional service by providing timely and friendly service to every customer.
- Facilitated prompt and optimal seating and service of restaurant guests.
- Assisted guests with making informed menu choices.
- Checked on guests to assess satisfaction with each food course and beverages.
- Coordinated variety of shift types, including straight and split

- shifts, utilising staff members' strengths to create cohesive service.
- Greeted guests in with courtesy and professionalism.
 - Assisted servers and dining room hosts, quickly responding to guest needs.

February 2004 to November 2005

Restaurant Supervisor *Sheraton*, Tel Aviv, Israel

- Created new safety procedures manual that met local regulations and was disseminated to all bartenders and wait staff.
- Built sales forecasts and schedules to reflect desired productivity targets.
- Conducted daily pre-shift and weekly departmental meetings to ensure organisational efficiency.
- Trained front of house staff on restaurant policies and procedures, guest service techniques and communication skills to ensure positive experience.
- Identified, investigated and corrected operational issues to keep business operating at optimal levels.
- Maintained high levels of cleanliness, organisation, storage, and sanitation of food and beverage products to ensure quality.
- Trained workers in every position, including food preparation, money handling and cleaning roles.
- Used strong interpersonal and communication skills to establish positive relationships with guests and employees.
- Assisted Restaurant Manager in management and development of a team of 15 staff.
- Developed and maintained staff to provide hospitable, professional service while adhering to policies and business initiatives.

EDUCATION

2021

SWORN TRANSLATOR Translation English-Polish
Ministry Of Justice, Warsaw

2020

CULTURAL AWARENESS Interpreting
DA Languages, London

2020

CHILD PROTECTION TRAINING Interpreting
DA Languages, London

2019

BENEFITS ADVISOR Information, Advice and Guidance
TQUK, London

2018

COMMUNITY INTERPRETER LEVEL 3 Interpreting
South London College, London

2010

CIPD HR
HUMAN RESOURCES, London

2010

H&S - MANUAL HANDLING
Health and Safety - Manual Training, London

2003

**INSTRUCTOR OF HELICOPTER MECHANICS Helicopter CH57
Sikorsky**

Israeli Air Force, Haifa

2002

TEACHING AND LEADRSHIP

University of IAF, Haifa