

Diana Eminiova

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Professional Profile

An adaptable and collaborative service professional that emphasises quality in delivering each task, with over six years of experience combining front of house customer management with back of house administration. Looking to expand my career by transferring my language and communication skills to new contexts. Currently studying towards a Diploma in Translation (English to Czech) at the University of Westminster.

Core Skills

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|--|-----------------------|-----------------------|
| • Excellent Communication:
Written & Verbal | • Time Management | • Self-Motivation |
| • Customer Service | • Multitasking | • Analysis & Research |
| | • Call/Email Handling | • Query Resolution |
| | • Self-Management | • Quick Learner |

Career Summary

April 2019 – Present

Amnesty International Volunteer Translator

Translating texts and petitions assigned by the Coordinator of the language team, ensuring quality and consistency with the established style of AI material. These were published on the homepage and widely distributed in promotional emails.

May 2020 – June 2020

Babelscape srl Translator

Translating synsets from English into Czech, tagging offensive words and highlighting netspeak slang.

Key Responsibilities

- Finding the best ways to convey the given concept in the target language.
- Preserving the key specific components of the speech when translating (not losing relevant details, such as legal terms or grammatical case).
- Using Wikipedia and other websites in accordance with company's guideline to help with translation of technical terms.

April 2019 – December 2020

**Caramel Ltd
Sales Assistant & Store Manager**

Assisting customers with the selection of luxury childrenswear for this independent retailer in their flagship Notting Hill boutique.

Key Responsibilities

- Driving and delivering personalised customer service to achieve an outstanding premium level of service and quality of customer experience.
- Working to high standard company practises, in accordance with luxury brand requirements and meeting the owner/designer's clear vision.
- Updating the daily and weekly trade reports to monitor business performance.
- Undertaking promotional activities such as changing display or sending e-flyers.
- Answering phone calls and emails from customers, couriers and other suppliers.
- Taking card payments, checking deliveries and managing hair studio bookings.

April 2018 – April 2019

**Zara SA
Sales Assistant**

Providing exceptional standards of customer service at Zara's most profitable menswear department in the world in Westfield, Stratford City.

January 2018 – August 2018

**CzechTourism
Internship**

- Communication with potential visitors of the Czech Republic (via e-mail/phone).
- Providing information and materials about tourism in the Czech Republic.
- Daily administration tasks, media monitoring and creating monthly reports.

November 2015 – December 2017

**Color Factory
Order Processing Customer Service**

- Receiving, calculating, processing and recording customer orders.
- Resolving customer inquiries for domestic and international clients (UK, USA).

**January 2011 – January 2012
(Gap year before university)**

**Czech Radio, Prague
Receptionist**

- Greeting press and VIP performers, directing and announcing them appropriately.
- Answering and transferring incoming phone calls, providing basic information.

Education & Qualifications

Diploma in Translation Preparation Course – University of Westminster, UK (2020)
Bachelor's Degree – Czech Language and Literary Culture, University of Hradec Kralove, Czech Republic (2017)