

## Profile

Dedicated English-Italian translator with 5+ years of experience in a variety of industries (property, travel & tourism, music, food). Accurate translation skills, including simultaneous translation between all parties during teleconferences and in-person meetings with high net worth clients and business partners. Diverse translation work including web localisation and SEO. Consistently relied upon for verification and correction of translated materials. Certified copy editor/proofreader and CELTA qualified English teacher with excellent communication and presentation skills. Culturally sensitive and able to conduct business in two languages.

## Experience

### **Senior Account Manager - Luxury Exchange**

*THIRDHOME, London, UK — Jan 2020 - Present*

- Account management for Italian client base as well as multiple private accounts in Europe, Asia, Africa and Oceania. Portfolio of properties averaging 3+ million USD;
- Create digital content for VRMs and new affiliates in Italian and English — send out marketing collateral;
- Building and sustaining relationships with clients and key international partners, working to maximise business potential and achieve mutually beneficial goals;
- Button up operational side on the partnership handoff from the point of sale;
- Manage all new contracts working closely to and supporting Directors of Business Development;
- Build out sponsor and affiliate accounts in Back Office based on new contracts coming in;
- Be the main point of contact at THIRDHOME for any query regarding European partners and sponsor accounts.

### **Account Manager - Luxury Exchange**

*THIRDHOME, London, UK — Sept 2018 - Jan 2020*

- Localized company's website from American English into Italian (<https://www.thirdhome.com/it/>);
- Developed on site Italian body-content, meta descriptions and page titles in support of SEO strategies;
- Translated script for Italian voice over of company's introductory video;
- Researched and gathered information to create written content for new Club members' property web pages as well as editing photographs and images complying with marketing standards, business house style and framework;
- Regularly used CRM and CMS software platforms (ZOHO, WordPress);
- Facilitated effective resolutions for clients' concerns and issues;
- Collaborated with peers and management to ensure each client received prompt response and accurate information, being proactive and striving to maximise each clients' membership potential.

### **Services Training Coordinator**

*SELFRIDGES&CO, London, UK — 2016-2018*

- Created and developed a comprehensive training manual for new recruits - including resources and quizzes;

- Assisted new members of staff providing relevant training, support and feedback as well as monitored their professional development while working closely with department managers;
- Coordinated temporary team members as well as permanent staff liaising with recruitment agencies and compiling rotas;
- Supported Learning and Development team leading guided tours of the premises and delivering effective presentations to new team members on their second day of induction;
- Assisted international clients with their tax refund claims and processed relevant paperwork through Global Blue software.

### **Sales & Social Media Executive**

*MARC Patisserie (MARC Group LTD), London, UK – 2015-2016*

- Supported Communication Director focusing on Social Media marketing and brand awareness;
- Designed, wrote and proof-read all labels and signage;
- Wrote daily and weekly trading reports;
- Drove KPI's such as ATV and IPC, using cross/up-selling;
- Responsible for opening and closing procedures.

### Education

*Kensington and Chelsea College, London - 2017-2018*

**- CELTA Level 5 (Cambridge Certificate in English Language Teaching to Adults)**

*London School of Publishing, London - 2015*

**- Book Editing & Proofreading CPD certification**

*Università degli Studi 'Gabriele d'Annunzio' di Chieti - Pescara, - 2009-2012*

**- BA HONS in Linguistic Mediation and Intercultural Communication**

*110/110 summa cum laude*

**Skills** Content writing, CRM, technical translation, copy editing, proofreading, Photoshop, inDesign, SEO writing, language localisation, negotiation.

**References** *Giovanna Malo - gifmalo@hotmail.com*  
*Giles Adams - Giles@thirdhome.com*