



MARTIN A. TAWADROS

Native Arabic <> English Translator/ Interpreter

Multilingual (English + Arabic) Copywriter

CONTACT:

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LANGUAGE PAIRS:

Arabic <> English (All subjects)

Interpretation / Translation

(On-Site and Remotely)

COPYWRITING

- Arabic (all subjects)
- English (all subjects – easy to read contents which are ideal for tapping into non-native English markets)

OTHER SERVICES

- Dubbing
- Proofreading
- Transcriptions SEO
- Press Office

EDUCATION:

2006: High School Diploma – Suhaj, Egypt

2008: School of Medicine (Suhaj University)

2020: BSc Information System Management
(Canadian International College)

AREAS OF EXPERTISE

- Industrial Equipment
- Civil & Mechanical Engineering
- Software Localization
- Agriculture and Farming
- Games & Apps
- Construction Equipment
- Marketing & Communication
- IT Hardware & Software
- Tourism & Sports
- Financing and Trading
- Medical
- Research & Technical Documents

PERSONAL SUMMARY

I am a multi-skilled native Arabic translator and multilingual Copywriter with more than 10 years of experience working with worldwide agencies and companies ranging from **small businesses to multi-national corporations**.

I am also a **communication and marketing specialist** and I support my clients whenever they need to communicate effectively, promote their products and services locally or optimize their global content strategy. With a **background in telecom industry, media relations, negotiation and resolution management**, I am trained to identify, focus and raise awareness of the important aspects of my clients' work.

In 2016, I have decided to work on a freelance basis and I am always welcoming new and interesting opportunities.

I am here to offer my experience in creating and translating **all kinds of contents**, from technical documentation, legal and medical documents, academic papers, user manuals and financial reports to Cinematic subtitling, commercial brochures, press releases and websites. **Software localization** is also one of my preferred fields of expertise which I am truly passionate about. I can further support with strong Web Marketing skills, multilingual SEO approach and Desktop Publishing.

WHO I WORK WITH

I work with clients in a variety of different industries and sectors locally and globally:

- Visual data media studios. California, USA
- Amazon Alexa & Amazon Prime. California, USA
- RATP. Paris, France
- George Fischer. Schaffhausen, Switzerland
- Netflix. California, USA
- Disney Plus. California, USA
- Egypt Gas. Cairo, Egypt
- NTRA. Cairo, Egypt
- MINRAF. Cairo, Egypt
- GM Motors. Cairo, Egypt
- Ghabbour Auto. Cairo, Egypt
- Europe Localize. Lodz, Poland.
- The Translation Gate. Cairo, Egypt & Florida, USA
- First Translation Cairo, Egypt

COMPUTER SKILLS:

- Translation tools: SDL Trados, MemQ, Smartling and other CAT tools
- Operating systems: Windows; Linux
- Office: Word, Excel, Power Point, Outlook, Access, Adobe Acrobat
- Graphic software including Photoshop, Corel Draw, Illustrator, InDesign
- Languages including HTML, PHP, CSS and basic knowledge of C++

OTHER LANGUAGES

- French (basic)
- Spanish (basic)

PERSONAL SKILLS:

- Good leadership
- Strategic Planning
- Time management
- Effective and Efficient Communication
- Presentation skills
- Problem-solving skills
- Fast learning capabilities
- Self-motivated
- Very ambitious and hard worker.

QUALITIES:

- Self-initiated, dynamic and highly committed
- Great team worker
- Listening empathetically
- Facilitating group discussion
- Helpful and forthcoming
- Able to work under pressure while keeping high team spirit
- Motivated and quick learner
- Outstanding communication, negotiation, presentation and public relations skills.

OTHER ACTIVITIES:

- Real estate broker in Cairo.
- Automotive broker in Cairo.

INTERESTS

- Cinema, music and arts
- Travels
- New technologies
- Games and software
- Graphic design and multimedia

PROFESSIONAL EXPERIENCE:

From 2016 to Present (Freelance)

Amazon Alexa

Localization Services & Quality Assurance and Control

2018 – 2022

Duties:

- Work with AI tools to localize Alexa voice commands to multiple Arabic dialects (MSA, Egyptian, Gulf and Levantine).
- English to Arabic translations including press releases, official documents, reports and presentations, articles, advertising and product brochures.
- Regulate Quality standards and maintain high Quality score across all segments and tasks.
- Generate Guidelines for future work to assure consistency.

RATP (Régie autonome des transports parisiens)

Interpretation & Translation Services

2016 – 2023

Duties:

- Provide Interpretation services for RATP delegates throughout meetings and conferences with delegates from NAT (National Authority for Tunnels) on site and remotely.
- Translate technical documents, work agendas, quality guidelines and legal & financial contracts.

George Fischer

Interpretation & Translation Services

2017 – 2023

Duties:

- Provide Interpretation services for George Fischer delegates throughout meetings and conferences with delegates from Egypt Gas on site and remotely.
- Translate board meeting agendas, presentation reports, project milestone progress reports and financial ledgers.

MINRAF & GM Motors & Ghabbour Auto

Interpretation & Translation Services

2016 – 2023

Duties:

- Provide Interpretation services for Automotive companies throughout meetings and conferences with IATF (International Automotive Task Force) delegates from multiple audit agencies on site and remotely.
- Translate technical reports (Civil and Mechanical Engineering fields)
- Maintain effective communication with high quality standards to assure transparency for the sake of accurate auditing processes.

Netflix, Disney+, Amazon prime, HBO and multiple local streaming platforms (OSN, Shahid and WatchIT)

Subtitling & Dubbing Services

2017 – Present

Duties:

- Transcription and Cues generation.
- Cues translation and timecoding.
- Generate style guidelines for the entire project.
- Maintain high Quality score on each stage thoroughly.
- Assemble a team of voice artists for studio and non- studio tasks.

The Translation Gate. Cairo, Egypt & Florida, USA

Localization and Marketing services

2018 – 2022

Duties:

- Participate in establishing a marketing strategy for MENA.
- Software Localization.
- Maintain open communication channel to appropriate products or services throughout the whole project in alignment with marketing strategy and KPIs.
- Establish a quality control team to meet the clients' requirements.

First Translation Cairo, Egypt

Translation and Interpretation

(Consecutive and Simultaneous) services.

2020 – Present

Duties:

- English <> Arabic translations including press releases, website, articles, advertising, product brochures, technical documentation, instruction manuals & more.
- Interpretation (Consecutive and Simultaneous) services for multiple clients on demand (on-site and remotely).

From 2014 to 2023 (Full-Time)

Vodafone IE (VOIS)

Resolution Expert

August 2021 – June 2023

Core Duties:

- Create effective and efficient Resolution scenarios for complex complaints and incidents.
- Conduct weekly briefing for frontend agents.
- Prepare training material for new comers.
- Conduct monthly training for operation leaders.
- Monitor repeat fails, detect root cause and work on process improvement.
- Accurate handling of all assigned tasks in terms of conducting analysis, creating reports.
- Escalate & prosecutes failure incidents in order to ensure permanent problem solutions.

International Account Advisor

December 2020 – August 2021

Core Duties:

- Billing Advisor.
- Technical Support.
- Sales representative.

Vodafone UK (VOIS)**Team Manager Delegate**

October 2017 – December 2019

Core Duties:

- Understand all organization's products, services, procedures and guidelines and communicate same to all team members.
- Answer questions from staff and provide guidance and feedback.
- Handle escalated cases & follow up on customer satisfaction.
- Conduct regular review of all call center agent's performance and organize training sessions for under performers.
- Hold weekly meetings & One to one meetings to discuss team's current status, required action plans & deliver bonus.
- Provide weekly reports to management about team's performance and most failed attributes.
- Perform any other tasks assigned by my manager.

International Account Advisor

December 2014 Until October 2017

Core Duties:

- Billing Advisor.
- Technical Support.
- Sales representative.
- Quality Analyst.
- Learning & Development Specialist.

- All references and documents are available upon request.