

Muhammad Ali

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WORKING LANGUAGES

**English-Urdu
urdu-to English**

**English to german
German to English**

SKILLS PROFILE

- Experienced translator/ interpreter/voice over
- Dramatically enhanced customer-satisfaction ratings by expediting all claims and ensuring a high degree of accuracy.
- Received numerous accolades from senior management for consistently providing excellent service and tactfully resolving sensitive issues.
- Excellent working knowledge using IBM systems; Lotus 1-2-3, Microsoft Excel, WordPerfect, Microsoft Word.
- Created own glossary for oil terms used for well stimulation procedure.
- Knowledge of and experience with corporate mailroom procedures
- Good filing and organizational skills
- Experience in handling confidential paperwork
- Ability to take accurate phone messages and deliver messages promptly
- Good customer-relations background

EXPERIENCE

Jan 2020 – Present

Freelance Translator

Medical, Industry tech, Legal, Financial, IT, Business areas, Translation and proofreading:

- Contracts
- Reports
- Medical documents
- Documentation of purchase tenders
- Material Safety Data Sheets
- Worker's manuals

**November 2014—
November 2019**

- Responsible for mail and correspondence delivery, documentation data base
- Document filing. Participated in creation document filing system
- Accurately filed and delivered mail to all company departments.
- Suggested new mail code system, which reduced filing errors and increased timely delivery.
- Computed amount of postage required for outgoing mail.
- Translation from Russian to English safety rules and technical instructions for using on site
- Transcribing, typing and reviewing translator and editor work
- Responsible for proper terminology usage in translations
- As Personal assistant:
 - Translating medical instructions, minutes of meetings, queries, Key events etc.
 - Developed and co-created a quality management system for the site with all related procedures and guidelines to meet the requirements of the corporate business controls and the associated standards. Ensured quality-related procedures and guidelines are in place and applied within the Russian context.
 - Ensured an effective system of quality incident reporting is in place at the site. Where needed, ensured that proper investigations are carried out to prevent recurrence.
 - Ensured proper monitoring of quality performance and disseminate such information, e.g. QA procedures, key events, instructions, minutes of meeting
 - As part of program, personally conduct audits and follow-up.
 - Translating procedures/documentation, reports, key events both in English/Urdu, Urdu/English.
- As Expeditor:
 - Experienced in contracting and scheduling freight operations.
 - Excel in operations arrangement, especially warehouse traffic and distribution
 - Trained to work in PTS (Procurement Tracking System)
 - Filing of all correspondence and documentation
 - Communicated verbally and in writing with agents and Sellers to ensure prompt action is taken to make good shortages and damage.
 - Establishing reports, logs, and registers
 - Work closely with other departments to promote sales

- contests, clarify information, and distribute reports.
- Prepared weekly reports for Procurement Department Manager
- Coached and mentored new employees in customer-service processes and company policies.

EDUCATION

Pakistan, MA in arts (Urdu).

Faculty of Foreign Language (Urdu/ English).

Institute: University of Punjab.

Pakistan, BSc in Pharm D

Institute: Punjab university

AREAS OF EXPERTISE

- Medical
- Technology
- Science
- Engineering
- Pharmacy
- Business
- Questionnaires
- General texts

SOFTWARE & HARDWARE

- Powerpoint
- Pagemaker/InDesign
- Framemaker
- Access
- Adobe PDF
- SDL Trados

Hardware: Windows10, 512 MB RAM, DVD-RW/CD-RW, LCD monitors, Laser printer, Scanner, Internet

References available upon request