

Vanessa Horiuchi

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Summary

Passionate about languages and cultures, native-speaker of Brazilian Portuguese, fluent in English, experience living in Brazil and Canada, BA in Portuguese language and Literature, Certificate of Proficiency in English, currently studying Translation - English into Portuguese - able to produce high quality translations. Motivated to learn, grow and excel in the translation industry.

Skills

English, Portuguese, Spanish and French translation and interpretation, Product support, Troubleshooting, Written Communication, Efficient multi-tasker, Independent worker.

Education

- 2020- **Translation - English/Portuguese** - in progress
University of Toronto - Toronto, ON, Canada
- 2005 - **BA in Language and Literature - Portuguese**
Universidade de São Paulo - São Paulo - Brazil
- 2004 - **Exchange Program – Arts Department**
Concordia University – Montreal, QC, Canada

Certificate

- 2005 - **CPE (Certificate of Proficiency in English)**
University of Cambridge

Work Experience

- I have translated a variety of texts from English to Portuguese and vice versa, as a freelancer and as a volunteer for about 20 years. I used a lot of translation and interpretation in my previous jobs as well.
(some samples: <https://vhoriuchitranslations.blogspot.com>)

Cantalk - Interpreter - part time
(March 2021 - present)

- Immediate Over-the-Phone Interpretation in English and Portuguese for a variety of services.

D2L - Bilingual Product Support Analyst - (Kitchener)

(Sept 2019- March 2020)

- Resolved e-learning platform problems, improved operations and provided exceptional service.
- Worked with cases in English, Portuguese, Spanish and French, translated them, sent emails to customers in their preferred language and/or speak on the phone with them.

Achievements: the only quadrilingual agent who was able to work on cases in four languages which saved a lot of time, as they were translated by a 3rd party team. Awarded four times for excellent customer service.

SITA

Command Center - Specialist Service and Infrastructure Operations (Montreal)

(May 2012 – July 2019)

- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Received and made calls in English, Spanish, Portuguese and French regarding airport and airline companies issues with equipment and systems , translated emails, interpreted calls for troubleshooting.

Achievements: Recognition for having an excellent rapport with customers and being a team player.