

# Resume

Helene Minville

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## Executive Profile

I am meticulous, thorough, conscientious, strategic, patient, respectful, and audacious. I always act with integrity and am result oriented. I am a team player, can be a team leader, convincing, using logical and analytical skills with creativity. I believe in group synergies, in innovative ideas, in the development of adaptable and dynamic management models. I have trust in “good common sense.” My communication skills and my empathy allow me to interact easily with my pairs.

I am a passionate idealist when articulating broad goals, but a flexible pragmatist when implementing them. Unforeseen events lead to new ideas; obstacles generate opportunities!

**Spoken and written languages:** English (CEFR level C2) and native French (Canada)

**Advanced technological proficiency:** Trados Studio Certification – MultiTerm - Office Suite

## Expertise, professional and personal engagements

- Certified Trados Studio
- Certification candidate – OTTIAQ
- Member—Coursera French translation community
- Translators Without Borders volunteer translator
- Speaker—Ethics, Professionalism & Confidentiality in Business
- Writer—GTP Certification Exam®
- Treasurer and Board Member—Condominium corporation
- Team management; mentoring, training, and teaching
- GBTA Global Travel Professional Certification
- Member of the Regroupement des Gestionnaires de Copropriété du Québec
- Corporate account management; budgets & analysis; revenue optimization
- Negotiations & budget strategies
- Project management and organization of corporate events

## Work experience

### **Language Services Professional**

July 2022—

HM Language Services

Freelance translation/language services. Translator and language professional offering companies, organizations, and individuals the following services: translation from English to French; adaptation, post-editing, proofreading and revision (linguistics, structural, and stylistic).

### **Project management and language services**

2023

Parasail Gaspé, Gaspé, QC

Language services (edition, revision, and proofreading; translation, transcreation; terminology searches). Planning and project management (lead the project plan from initial project identification to hand off to the client: Definition and parameters; assessment of resources and timelines; leading and managing comprehensive project plans, risk identification, status reports; compliance process supervision with Transport Canada and Commission des transports du Québec; development and maintain project documentation and reference material; monitoring of deadlines and deliverables, progress reports; creation of registries).

### **Social media & digital content manager—Minister of National Revenue of Canada**

2021

[House of Commons of Canada](#)

Communication assistant, social media coordinator and content manager for the Hon. Diane Lebouthillier, MP Gaspésie—Magdalen Islands and Canada Minister of National Revenue. Media monitoring, writing, editing, and publishing texts (English & French).

### **Senior sales and key account manager**

2011 - 2020

[Gray Collection](#) and [Corner Collection](#) (Groupe Antonopoulos) Montreal, QC

Manage a portfolio of key corporate accounts. Building strong client relationships, developing account management strategies, coordinating with internal teams to deliver solutions that meet clients' needs, and identifying opportunities to grow accounts. Business development, account management, budgets & market analysis, presentations of business solutions, tenders & negotiations, market analyses and performance optimization, service implementation, tenders (RFP), translation and revision, competition analyses, performance audits.

### **Board member, treasurer, and manager**

2015–2020

Condominium Syndicate, Saint-Bruno-de-Montarville, QC

Represent the co-owner's assembly and concretely implement the mission of the syndicate. Administration of the common parts and protection of the rights related to the co-ownership, day-to-day management, supplier relations, production of annual financial statements & budgets.

**Senior Sales Manager—Corporate travel**

2004 - 2011

Hotel InterContinental Montreal, Montreal, QC

Under the direction of the Executive Committee, Owners (Pandox) and InterContinental Hotels Group IHG. Management of a 4M\$ global corporate sales volume of the corporate (transient) corporate housing. Account management, negotiations, market analysis, action plans and budgets. Increase market sales by 37% • Achieved and exceeded goals in 2010 & 2011 • IHG Canada Best Knowledge Award 2005 • 2009 IHG Canada Sales Advisory board member.

**Featured lecturer and tutor**

2003 - 2005

Collège April-Fortier—Montreal, QC

Design, writing and presentation of the workshop Business Travel Management, Group Travel, Privacy & Ethics to future travel agents. This workshop was tailored to meet the needs of companies' travel departments and their travelers. Training available in both, French and English. To plan, prepare and deliver instructional activities that facilitate active learning experiences. Develop schemes of work and lesson plans. Establish and communicate clear objectives for all learning activities. Keep up to date with developments in the subject area, teaching resources and methods.

**Corporate Business Development Manager**

2001 – 2003

Direct Travel (Vision 2000 Travel Group)—Montreal, QC

Under the direction of the CEO, my main responsibilities were to participate in the deployment of an effective sales & business development entity, then to increase global corporate sales volume in achieving the sales objectives by covering targeted markets, using an integrated approach. Implementation of the organizational structures of the sales department, conception of the required sales and marketing toolkit (presentations, brochures, marketing documents, business proposals, financial proposals, service agreements documents, etc.) including translation of existing material.

**Senior Travel Agent—Dedicated corporate market**

1999–2001

Direct Travel (Vision 2000 Travel Group)—Montreal, QC

Set up of travel options and plans, international travel contingency planning and client support for international travelers. Additionally responsible for customer follow-up and service evaluation, and revenue generation and customer billing. Specialized in film industry (movie productions) dedicated travel arrangements. Set up of very personalized and innovative approaches specifically adapted to the specific needs of this market.

**Assistant Director—Senior travel agent**

1988 – 1999

Club Voyages Calypso—Gaspé, QC

Under the direction of the owner, contributed to financial decisions and company orientation, managed activities related to publicity, marketing plans, customer service, relations with suppliers, the organization of special events, technology implementation programs and advancement, training of personnel, BSP reports and IATA communication and follow-up.

## Education

- [OTTIAQ](#) (continuing education) 2023
  - La ponctuation comparée
  - Les enjeux stylistiques de l’autoévaluation
  - Wordscope et ChatGPT
  - Éviter les erreurs de syntaxe
- Inclusive Leadership: The Power of Workplace Diversity (MOOC) 2021  
University of Colorado
- Sustainable Tourism—Promoting environmental public health (MOOC) 2020  
Copenhagen University
- Humanitarian communication: Addressing key challenges (MOOC) 2020  
Geneva University
- International Organizations Management (MOOC) 2020  
Geneva University
- Décisions financières et gestion budgétaire (MOOC) 2020  
[HEC](#), Montreal
- Économie circulaire : Une transition incontournable (MOOC) 2020  
[INSTITUT EDDEC](#)
- Global Travel Professional Certification 2016  
[GBTA Academy](#)
- Public Relations 2003  
[Université du Québec à Montréal](#), Montreal, QC
- Aesthetic and makeup artist (Psychofigurism • Cosmetology) 1984–1986  
École de Haute Esthétique Édith Serei, Québec, QC
- Studies in psychology 1984–1985  
Université Laval, Sainte-Foy, QC

## Hobbies

Travel, reading books, music, writing, visual arts, gardening, photography.

*References can be provided upon request • CV disponible en français.*