



Dagmara Binkowska

English-Polish Translator

CONTACT

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Driving license B (British)

SKILLS

- Interpretations and translations
- SDL Trados CAT tool
- Sales team supervision
- Project work
- Microsoft Office Suite
- Customer service excellence
- Administration duties
- Benefit payments
- Staff supervision and appraisal
- Advising skills
- Relationship building
- Client rapport
- Detail-orientated
- KPI review and management

LANGUAGES

Polish: Native language

English: C2

Master or proficient

Spanish: C1

Advanced

French: B2

Pre - Intermediate

PROFESSIONAL SUMMARY

Talented and driven bilingual translator who is eager to improve current translating skills in and develop the new ones. I graduated from Middlesex University in London with 2.1 BA degree in English Language and Literature and I obtained Diploma in Translation from City University of London. 3+ years of experience providing interpreting and proofreading services in various environments including: website content, public sector, recruitment, sales, cultural texts and administration. I am committed to learning cultural idiomatic expressions and improving vocabulary skills. I work with SDL Trados CAT tool. I truly look forward to becoming a part of a new adventure.

WORK HISTORY

English Teacher 01/2023 - now

The University of the Petits – private bilingual school – France

- Professional English training
- Contribution to student learning, growth and advancement

Seredyn Accounts 04/2015 – 05/2023

- Proofreading and translations of: HM Revenue & Customs documents, correspondence, website and leaflets

Executive Officer 04/2021 - 02/2022

Department for Work & Pensions – London

- Carrying out government policies and delivering vital service to the public
- Managing an operational caseload and taking part in benefits payment process
- Providing support and quality advice about effective job search actions in English and Polish in a largely digital world to customers claiming Universal Credit
- Making timely decisions, based on customer needs, and referring them to appropriate help and support
- Handling enquiries promptly and efficiently from members of the public, other civil servants and service partners either in person, on the phone or in writing
- Undertaking a range of general administrative tasks; organizing, producing and maintaining accurate records

Events Operations Manager 01/2019 - 09/2020

Reach Contact – Heathrow Airport – London

- Proofreading and translations Polish into English, English into Polish: correspondence, websites, leaflets, Marketing and Advertising Materials
- Commercial translating Polish, English, Spanish

- Managing entertainment and sales projects in duty free area and ensuring their successful execution
- Producing monthly reports for the client describing process, results and areas of improvement
- Comprehensive understanding of relevant data for the purpose of driving team performance and its regular analysis

Passenger Ambassador/Admin Supervisor
Reach Contact – Heathrow Airport – London

01/2014 – 12/2018

- Commercial translating Polish, English, Spanish
- Dealing with passengers' queries and complaints in English, Polish and Spanish

EDUCATION

Bachelor of Arts: English Language and Literature, 2013

Middlesex University – London

Completed with 2:1.

Master of Arts, 2012

Cultural Studies – Poznan, Poland

Thesis: Magic realism as a characteristic feature of Emir Kusturica's output

CERTIFICATIONS

2021

Introduction to Web Development

FutureLearn

2014 – 2015

Team Leading National Vocational Qualification, Level 2, Heathrow Academy, London

2017

Event Management Masterclass Certificate

The Event Resources Group

2013 – 2014

Institute of Linguists Educational Trust Diploma in Translation Preparation Course. Module: English into Polish, City University of London, London

2011 – 2012

Spanish Language Certificate, Level Upper-Intermediate (B2), Seville