

# SEBNEM TERZIOGLU JÄRVENT AUS

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## PROFESSIONAL SUMMARY

Smart professional with thorough understanding of various languages to fluently interpret and translate. Conveys intended messages accurately and reliably. Well-versed in interpretation and translation tools and services.

## WORK HISTORY

Mar 2017 - Current

### **Translator and Interpreter**

SELF EMPLOYED - FINLAND /  
TURKEY

Enthusiastic and detail-orientated multilingual translator with a demonstrated track record in translating diverse types of media, seeking an internship. Quick learner with demonstrated communication skills in different multicultural and professional settings.

Sep 1995 - Jul 2018

### **Tour Guiding & Operating for Incoming & Outgoing Groups**

Various Travel Agencies &  
Destination Management  
Companies

- Planned and implement scheduled activities for guests at an establishment or on a tour
- Curated a standard itinerary, making minor adjustments based on the group's demographic and preferences
- Inform tourists about a location's common practices, history, and prohibited acts
- My job description also included welcoming groups at the starting point and making sure that everyone has arrived, pointing out and explaining tourist attractions during the trip, answering questions and giving advice on language and currency
- Making sure travel arrangements and stopovers run smoothly and changing routes or arrangements as necessary and made all necessary bookings during the entire tour
- During all these 25 years I conducted tours to the following countries : USA, Canada, UK, France, Spain, Italy, Holland, Germany, Austria, Switzerland, Finland, Sweden, Norway, Denmark, Hungary, Czech Republic, Malta, Egypt, Morocco, Kenya, South Africa, Brasilia, Argentine, Chile, Singapore, Thailand, Vietnam,

Cambodia, Malaysia, Hong Kong, India, Seychelles, Iceland

Sep 2011 - Jul 2012

**Counselor's Assistant**

Counselor's Office Tourism and Culture of Turkey ( in Helsinki )

- Maintained electronic and physical files as well as weekly schedules of employees
- Organized and provided documents, reports and information
- Coordinated work space, and supplies and assisted for planning of tourism related media professionals such as journalists
- Planned and booked tours for media professionals
- I also accompanied them during their visits to Turkey.

Sep 2011 - Jul 2012

**Project Manager**

Visitour / MICE

- Designed designs meeting sessions, conferences or incentive trips often including multiple activities and tours
- Organized all necessary links between the company and its clients.

Feb 1994 - Aug 1995

**Hilton Gold Card Team Leader**

Hilton Hotel / Gold CardProject

- Sales dept Telemarketing / Team Leading

Apr 1989 - Jul 1991

**Sales Representative**

Antalya Dedemen Hotel 5 - TURKEY, ANTALYA

- Served as a direct link between the various hotel departments and the sales team
- Responsibilities include increasing customer loyalty through the creation of special offers, promoting the hotel at trade shows, networking with travel agencies and local vendors, and promptly responding to client inquiries.

## EDUCATION

**Professional Tour guide certified**

**Creative Methods in art ( Music Therapy & Arts**

Sep 2023

**Data Analysis:** Power Query | Power Pivot | Power BI | DAX  
UDEMY

Sep 2023

**Tieto tekniikka**

Helsingin Yliopisto

Jul 2023

Microsoft office

Jul 2013

Travel Management /Restaurant & Hotel

Helsinki Haaga Helia / Travel Management /Restaurant & Hotel

Jul 2012

Haaga Helia University of Applied Sciences

Jul 2008

**Excell 2019**

ISMEK Institution of Adult Learning

Jan 2006

**Master's Degree:** Tourism / Travel Management /Restaurant & Hotel

Helsinki Haaga Helia / Travel Management /Restaurant & Hotel

Thesis Title: Exploring services, skills and competencies travel management companies can offer: What overall expectations business travellers in Finland will have in the future

## LANGUAGES

**Turkish:**



Native or Bilingual

**English:**



Full Professional

**Finnish:**



Full Professional

## CITIZENSHIPS

- Turkish
- Finnish

## HOBBIES AND INTERESTS

Singing and playing instruments as Turkish oud and piano