

**Irina Tomova**



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## **WORK EXPERIENCE:**

### **Assistant to Head of Department and Head of Unit**

Period: November 2019 – present

Company: **Council of Europe, Strasbourg**

Duties: Managing the agenda of the Head of department/unit as well as the global agenda of the department; organisation of both physical and online meetings, online events, appointments and trips; email and mail distribution; contact with permanent representations to the Council of Europe; obtaining badges; drafting and revising documents; translations;

### **Customer Service Agent**

Period: September 2018 – March 2019

Company: **Columbia Sportswear, Strasbourg**

Duties: End-to-end customer service for the English, Italian and Spanish markets; - Providing an answer and / or resolve errors, test and validate the correct understanding or resolution of the case by respecting the processes and quality standards established by the Supervisor; - Contributing to the satisfaction, the loyalty of consumers and the good image of the company.

### **Freelance Translator**

Period: April 2015 – Present

Duties: **English>Bulgarian, Czech>Bulgarian**

Fields of Expertise: Administration, Advertising and Marketing, Birth certificates, Consumer Products and Retail, Educational materials, Employee manuals, Energy, Environment protection, European Union, Government, Travel and Tourism, Websites

### **Project Coordinator**

Period: August 2013 – March 2015

Company: **TransPerfect Translations Company, Barcelona, Spain**

Duties: Managing the coordination of translation and localization projects in all languages. Includes linguistic quality management, issuing POs, budget management, interaction with internal and external vendors.

### **Reservations Agent**

Period: June 2010 – July 2013

Company: **Hotel Arts Barcelona, Ritz Carlton, Hotel Villa Padierna, Marbella**

Duties: Managing individual bookings for the hotel and across the Marriott Chain; preparation of reports, month to date statistics and invoices. Deposit collection.

### **Administrative Assistant**

Period: October 2007 – February 2009

Company: **Temps D'Oci, Barcelona, Spain**

Duties: Travel & Logistics Arrangements in Spain and Portugal for groups ranging between 10 and 150 persons. Managing hotel bookings, transfers, on-site activities, visits to businesses of interest.

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**EDUCATION:**

- 2008** *Postgraduate Master's Degree* in **Public Relations** (*1 year*)  
ESERP Business School, Barcelona, Spain
- 2006** *Postgraduate Master's Degree* in **Hotel & Tourism Management** (*1 year*), ESERP Business School, Barcelona, Spain
- 2003** *Master Degree* in **Linguistics** (*5 years*),  
Charles University, Prague, the Czech Republic; the Faculty of Philosophy,  
specialized in Bohemian Studies & Linguistics.

**Language certificates:**

- 2019** **CELI** – Certificate of Italian, University of Perugia  
**2010** **DELE** – Certificate of advanced Spanish, University of Malaga  
**2004** **Certificate of Advanced English**, British Council in Prague, Czech Republic
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**LANGUAGES:**

	<b><i>SPOKEN</i></b>	<b><i>WRITTEN</i></b>	<b><i>COMPREHENSION</i></b>
<b><i>ENGLISH</i></b>	<i>ADVANCED</i>	<i>ADVANCED</i>	<i>ADVANCED</i>
<b><i>FRENCH</i></b>	<i>INTERMEDIATE</i>	<i>INTERMEDIATE</i>	<i>ADVANCED</i>
<b><i>SPANISH</i></b>	<i>ADVANCED</i>	<i>ADVANCED</i>	<i>ADVANCED</i>
<b><i>CZECH</i></b>	<i>BILINGUAL</i>	<i>BILINGUAL</i>	<i>BILINGUAL</i>
<b><i>ITALIAN</i></b>	<i>ADVANCED</i>	<i>INTERMEDIATE</i>	<i>INTERMEDIATE</i>
<b><i>BULGARIAN</i></b>	<i>NATIVE LANGUAGE</i>	<i>NATIVE LANGUAGE</i>	<i>NATIVE LANGUAGE</i>

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**IT SKILLS:**

BlueJeans, Zoom, Jitsi  
Wordfast Pro, MemoQ, Trados Studio  
Opera PMS, Marsha (Marriott's internal Reservation Engine)  
Windows; Excellent **Microsoft Office** (Word, Excel, PowerPoint, Outlook)

Interests: Politics, Macroeconomics, languages and swimming