**Kate Elizabeth Figueredo**

**EMPLOYMENT HISTORY**

**Freelance Translator / Proofreader / Editor**

*(April 2016 – present)*

* Spanish to English and Italian to English translation
* English (other variants) to English (UK) localisation
* Bilingual and monolingual proofreading/editing

**Senior Project Manager, Business Language Services Ltd, Cardiff**

*(July 2008 – March 2016)*

* Overall responsibility for translation, interpreting and training projects – second in command to the Managing Director
* Managing an internal team of 2-4 PMs, and an external team of hundreds
* Customer service from providing quotations, negotiating prices and deadlines, and obtaining relevant project specifications to managing expectations, resolving problems, ensuring customer satisfaction and obtaining feedback
* Dealing with suppliers, including recruitment, testing, negotiating rates, assigning jobs and ensuring that specifications are followed and deadlines are met, following up with feedback
* Business development including networking, attending business exhibitions, giving presentations, meetings with potential and existing clients

**Bilingual Receptionist (English/Spanish), Celsa UK, Cardiff**

*(March 2007 – September 2007)*

* Communication in both English and Spanish with staff and visitors, both face to face and on the telephone
* Various administrative duties including archiving, data input, stationery orders, meeting room preparation, binding, photocopying, dealing with incoming/internal post and handling outgoing post

**IELTS Exam Administrator, Anglo Paraguay, Asunción, Paraguay**

*(January 2005 – January 2007)*

* Recruitment, training and management of a team of examiners and invigilators
* Marketing and raising awareness in local area
* Preparing/teaching of exam preparation courses
* Crucial role in retaining the school’s unique licence to administer IELTS exams in Paraguay

**Teacher of English as a Foreign Language, Anglo Paraguay, Asunción, Paraguay**

*(September 2003 – January 2007)*

* Teaching at all levels from beginner to advanced, from young children to adult groups, both within the school and externally, in other schools/universities and businesses

**EDUCATION**

**2007 – 2008 Swansea University**

MA Translation with Language Technology (Spanish) - Pass with Distinction

**1999 – 2003 University of Southampton**

BA (Hons) Spanish - 2:1

**1991 – 1998 Saint Bartholomew’s Secondary School, Newbury**

3 A-levels: Mathematics (A), English Language (B), Geography (E)

10 GCSEs (A\*-B) including English, Mathematics and Business Studies

**SKILLS AND EXPERIENCE**

* Substantial experience of managing teams, both internal and external
* Positions of responsibility, including managing finances and confidential information
* Database maintenance and updates
* Data analysis and subsequent production of reports and recommendations
* Training and induction of new staff
* Customer service, customer satisfaction
* Time management and ability to prioritise and delegate
* Proficient user of the Microsoft Office package, the Internet and email
* Excellent keyboard skills
* Native English, proficiency level Spanish, intermediate level Italian, basic level Portuguese
* Full, clean UK driving licence (group B)
* First Aid at Work certificate