

PERSONAL INFORMATION

Emilija Tarundzioska

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WORK EXPERIENCE

06/06/2003–Present

Translator, Proofreader, Interpreter

I have worked for Vitaminka.com.mk – Macedonia, Translator and Interpreter in English for EVN – Austria, The Organization for Security and Cooperation in Europe OSCE, Association of Scientific and Professional Translators of Macedonia, English and Macedonian Conference Interpreter at the State Protocol of the Ministry of Foreign Affairs, Freelance Macedonian Government Translator and Interpreter in English, Macedonian Court Translator and Interpreter, Translator and Interpreter for the American Chamber of Commerce in Macedonia, Translator and Interpreter for the Macedonian Chambers of Commerce, Test Engineer for a major search engine, Thomas Cook, Translator and Interpreter for the Commission for prevention of corruption of R. Macedonia, Interpreter for the Ministry of Justice in the UK, a long-term translator and a proofreader for the University of Philology and Philosophy, a long-term legal translator for few major court hearings in the USA, Makita, Canon, LG (translator and editor as well as project coordinator for the Macedonian, Serbian and Albanian site (EN<>MK, RS, AL)), Phillips, LEGO, Domino, ITlab, Dataart, GlaxoSmithKline, Galenika a.d, Alliance Medical, GSC, Agrisa, Danisco, Translator for DAES (Serbian Association of Agricultural Economists) and many others.

Translation, Proofreading, Interpreting, Transcription: Contracts, Economics, Business (General), Pharmaceutical, Medical and Life Science (General, Biomedical researches, Ecology, Anatomy, Patents), Agriculture, Law (General), Finance, Printing, Aerospace Technology, Games, Interviews, IT Technology and IT - technical data, Journalism and Mass Communication, Brochures and press releases, Marketing/Corporate texts, Advertising material, EU, Technical Manuals, Information leaflets, Books, Cooking, Tourism and Travel, Fashion, Cosmetics and others.

EDUCATION AND TRAINING

01/09/2000–01/06/2006

Translator and Interpreter in English and Macedonian (English: Dipl.- Transl.), (Macedonian: Dipl.- Transl.) University of Applied Sciences Skopje

University Degree in
Translation and
Interpreting in
English and
Macedonian

University of Sts. Cyril and Methodius, Skopje (former Yugoslav Republic of Macedonia)

English, Macedonian and German languages

Translation and interpreting

- Providing language/linguistic skills to convert highly technical product descriptions from English to Macedonian, Serbian and Croatian with translations that are accurate and reflect the style and manner of expression of native speakers of the above mentioned languages
- Translation and localization of creative copy to retain the essence of the intended messaging
- Performing translation of background documents, law documents and the like related to project implementation.
- Providing translation (including simultaneous translation where necessary) and interpretation support at training sessions, workshops, seminars and conferences
- Interpretation from English into Macedonian, Serbian and Croatian and vice versa using simultaneous and consecutive modes at court proceedings and for other court-related departments at the direction of the court (Macedonia, Serbia)

PERSONAL SKILLS

Mother tongue(s) Macedonian

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C2	C2	C2	C2
	University Degree in English and Macedonian Translation and Interpreting, Translation Diploma (English: Dipl.-Transl.), (Macedonian: Dipl.-Transl.) University of Applied Sciences Skopje, Macedonia				
Serbian	C2	C1	C1	C1	B2

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages

Communication skills

Good communication skills gained through my experience as translator, proofreader, interpreter
Excellent contact skills with adults gained through my different experiences. As a project manager in a Call Center where direct contact with people is inevitable, I have developed a deep understanding for people's needs and I have learned to work professionally with different types of character.

Organisational / managerial skills

- Responsible for supporting the staff with various duties
- Up-dating all routine projects tracking systems making sure all duties are going well and are maintained accurately
- Developing and maintaining proper files for projects and providing reports to personal as requested.
- Supporting the team with the assigned project
- Responsible for tracking project deliverable, dates and deadlines
- Completed other responsibilities including order submission, delivery and shipment tracking of orders, quoting etc
- Directly involved with the preparation of requests, bids and contacts for proposals
- Managed new job interviews
- Done various other duties as needed and as assigned
- Successful experience with the diverse public in areas of sales and services
- Establishing, enhancing and implementing service recovery guidelines to enable operations team and guest relations team to resolve customer issues.
- Supervising the timely, coordinated and professional response to all customer and service-related issues, including verbal and written replies.
- Managing significant claims and customer concerns individually and escalating issues to senior executives as appropriate.
- Developing, recommending and implementing a range of resolutions depending upon the issue. Providing information and advice to operating departments to prevent reoccurrences and allow opportunities for staff training and development
- Answering telephone calls and filtering when appropriate
- Meet and greet visitors, clients and staff in a polite and positive manner

Job-related skills

Currently responsible for projects in Europe requiring communication with the people who are directly involved in these projects as well as direct communication with third parties

Digital skills

SELF-ASSESSMENT

Information processing	Communication	Content creation	Safety	Problem solving
Proficient user	Proficient user	Basic user	Basic user	Independent user

Digital skills - Self-assessment grid

Knowledge of Transit Star, Trados 6.0, WordFast, SDL Trados Studio 2009/11
(Word, Excel, Adobe)