

Stavros Pantermalis

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Professional Experience:

September 2004-

To date:

Freelance translator, cooperating with translation agencies and working on various projects, with a wide range of fields of expertise and a deep knowledge of CAT Tools:

| <u>Fields of Expertise (alphabetically)</u> | <u>CAT Tools</u> | <u>Clients (not exhaustive list)</u> |
|---|---------------------|--|
| Advertising | STUDIO 2021 | GOOGLE |
| Business Ethics | Across | APPLE |
| Consumer Electronics | MemoQ | NIKE |
| Environment | | NETFLIX |
| Fashion & Clothing | Memsourc | SUPERDRY |
| Games & Entertainment | Smartling Workspace | CANON |
| Information Technology | XTM | DECATHLON |
| Life Sciences | | LA REDOUTE HELLAS |
| Marketing | | GE HEALTHCARE |
| Pets | | ABBOTT LABORATORIES |
| Transcreation | | SIEMENS |
| Transport | | NOVARTIS |
| Tourism and Travelling | | SANOFI |
| Web Consumer | | ERGOSE |
| | | ATTIKO METRO |

March 2017 -

September 2018: Project Manager at ORCO S.A.

Main tasks of the role:

- Acting as main contact person for clients and translators/reviewers for the completion of very demanding and challenging translation projects (fields: travel and tourism, medical, games and entertainment, financial, technical, marketing, etc.)
End customers (non-exhaustive list): Expedia, Siemens, Olympus, Philips, Nespresso, Medecins du Monde, Riot, etc.
- Updating daily the company's job management system for the monitoring of the workflow of all projects and accounts assigned to me.
- Financial and risk analysis for the best possible assignment of translation/review projects.
- Translating and reviewing various texts of smaller quantities of the above-mentioned fields (i.e. up to 300 words for translation and 1000 words for review per day).
- Daily collaboration with internal and external teams, such as production team, quality team, IT, etc., in order to achieve the best possible results.
- Achieving quality improvement and maintaining high quality for the very demanding account of Expedia, based on a target of above 70% in a 6-month supplier improvement plan, with frequent Linguistic Quality Assessments of our translations.
- Training of new project managers.

**August 2011 -
July 2016:**

Language Specialist at Booking.com.

Main tasks of the role:

- Translating, proofreading, and approving web content for the company's website and other online platforms.
- Working as Mobile Feedback Team member (extra on-the-job opportunity), managing 4 inboxes for incoming feedback of Booking.com mobile applications and replying directly to real users.
- Working for and then managing the Mobile Support Team (extra on-the-job opportunity) for the improvement of Booking.com mobile products (sites and apps).
- Assisting Customer Care department (for English, French, and Greek speaking customers) on a regular basis.
- Approving and improving translated content in Greek for PPC (pay-per-click) purposes.
- Improving SEO content of Greek translations for the whole website and apps of the company.
- Working closely with other teams (Hotels, Customer Care, IT) for content related and other daily on-the-job issues
- Acting as Team Leader's Ambassador for my team in my office, due to different location of our Team Leader.

**October 2015-
January 2016:**

BookingSuite Coordinator at [Booking.com](#). Participated in a 3-month local assignment in the Athens office of Booking.com, promoting the new products of Booking.com to hotel partners for the creation of property websites.

Tasks and duties of the role:

- Reaching a target of 30 sales calls per day to hotel partners for promoting and selling the services of property website creation
- Reporting to Team Manager either personal or partners' feedback about the products
- Working on sales techniques and improving personal performance by applying feedback from manager and teammates.
- Sharing ideas and best practices with the team for the improvement of both the team's performance and the products

**December 2010-
November 2011:**

In-house translator at [CnC International](#). Translating web content for ecology & health websites. Translating press releases & training material for multinational pharmaceutical organizations.

Professional Training:

October 2013: **Personal Effectiveness & Performance**, Athens, Greece. In-house training at Booking.com on methods of increasing personal effectiveness and performance by investing on one's strengths and recognizing importance and/or urgency of daily tasks.

November 2011: **Art of Influencing** by [Excel Communications](#), Amsterdam, Netherlands. In-house training at Booking.com on communication skills and recognition of behavioral styles for improving the way of influencing others.

June-July 2002: Two-month professional training in [Abbott Laboratories Hellas ABEE](#), Athens, Greece.
Training on medical translation methods & on the use of translation tools and DTP software (Adobe PageMaker, Adobe FrameMaker).

June-July 2001: Two-month professional training in [Dassault Aero-Service](#), Athens, Greece. Training on methods of translation & on technical translations of texts concerning aviation, from Greek into French.

Personal Skills:

- Excellent organizational and communication skills
- Great team spirit, people, and goal oriented
- Ability to achieve goals and always have the work done before deadline
- Ability to work independently when needed
- Strong attention to detail, accuracy, and thoroughness
- Ability to quickly adapt to a new environment
- Ability to learn quickly how to use new tools

Education and Qualifications:

2003-2004: MSc in Translation Studies, University of Edinburgh, College of Humanities and Social Science, School of Literatures, Languages and Cultures

1999-2003: Degree in Specialized Translation and Applied Linguistics (Maîtrise) – Four-year studies at the University of Montpellier III, Paul Valéry

Computer Skills:

Microsoft Office 2007 / 2010 / 2013 / 365
Windows 10
Apple Macintosh OS X
Computer Assisted Translation Tools (SDL Studio 2015, Transit XV, Xliff Editor, Passolo, Smartling, etc.)
Salesforce (partial experience)
Sharepoint (partial experience)