

## Curriculum Vitae

### PERSONAL INFORMATION

## Courtney Keeling Greenlaw



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**Language Service Provider  
IT-SP-ENG & Project Manager**

Female | Date of birth 24/08/1979 | Nationality: USA | Residence: Italy

### WORK EXPERIENCE 2017-2018

#### Executive Assistant & Project Manager

ADEC s.r.l. studio dentistico, medico ed estetico; Via Edmondo De Amicis 28 Milano

Personal assistant to CEO and Head of Staff; project manager for CRM changeover; language trainer for multicultural staff, assist with hiring, interface with foreign sw houses

### WORK EXPERIENCE 2016-2017

#### International Relations Officer

Polihub StartUp District & Incubator: [www.polihub.it](http://www.polihub.it); Via Giovanni Durando 38A/39 Milano

Project team member for new website development, translator and proof-reader for research papers; press releases, web content, etc. (IT-ENG); presentation and public speaking skills training for top management; cultural sensitivity and linguistic support for staff during international meetings and conference calls; promoter of English as organization's working language

**Business or sector** Project management, IT innovation and Startup Business Development

### WORK EXPERIENCE 2015-2017

#### Presentation, Public Speaking, Academic Writing and Language Skills Trainer

Innovazione Digitale; Via Giovanni Durando 38A/39 Milano

Assist staff in the translation and proof-reading of research papers for publication (IT-ENG); small group presentation and public speaking skills training for staff presenting research at specialized conferences abroad; cultural sensitivity and linguistic training to promote English as organization's working language; one-to-one training for top manager

**Business or sector** Project management, IT innovation and Business Systems Reorganization

### WORK EXPERIENCE 2006-PRESENT

**Translation, Editing, Proof-reading, Audio Transcription, Subtitling and Consecutive Interpreting: Italian/ Spanish to English:** PROZ profile: <http://www.proz.com/translator/profile/1649593> Freelance translator with VAT n.IT05619700965

Audit reports, balance sheets, business letters, comic books, contracts, fashion and luxury goods, food production & vending, hotel & travel, legal documents, manuals, meeting minutes, novels, poetry, PP presentations, press releases, privacy statements, real estate, school transcripts, speeches, subtitles, videogames, video transcription, websites;

**Agencies:** **Arcadia:** via Grandi 29 Pisa 56023; **Artbook sas di Eleota Massimiliano & C.:** via San Luca, 12/45 16124 Genova; **Enigma Translations Maciej Dworzyński:** ul. Prosta 6, 63-720 Koźmin Wielkopolski, Poland; **ETCETERA Language Group, Inc.:** 2016 Perry St NE, Washington D.C. 20018; **Flexibris Sp. z o.o.:** ul. Fasołowa 49/14,02-482 Warsaw, Poland; **Idiomas di Bertoni Antonella & C. snc:** via Fossa 3 48012 - Bagnacavallo (Ra); **IdiomConcept S.L.:** C/Aragó 290, principal 08009 Barcelona, Spain; **iTechWords - Unipessoal, Lda.:** Rua Fernando Maurício, 25 - 8.ºB, Lisbon 1950-447 Portugal; **I-YUNO Global Co.:** 333 N Glenoaks Blvd, Suite 620, Burbank, CA 91502; **Novilinguists Multimedia:** Via Malta, 3/11, 16121 Genova; **Simultanea s.n.c.:** Via Pontaccio, 12a, 20121 Milan; **SmartIdiom Corp., Lda.:** Avenida do Atlântico, 16, 1990-019 Lisbon, Portugal; **Speedy Language Studio di L. Mazzoleni & C. sas:** Via Carnovali, 90/A 24126 Bergamo; **Studio Francesca Parmegiani:** Via Andrea Verga, 12, 20144 Milan; **Synthesis Global Solutions:** Via Marco d'Oggiono, 12, 20123 Milan; **Traducispagnolo:** Milan; **Traduko s.a.s.:** Via Carducci, 12, 20123 Milan; **Transitus Group:** Largo Madonna Alta, 6, 06128 Perugia; **TranslationBackOffice s.a.:** Av.Colón 610, Piso 14X5000EPT, Córdoba, Argentina; **Wagner Consulting LLC:** 244 5th Avenue New York City, NY, USA; **private clients.**

**Business or sector** Translation and Interpretation

WORK EXPERIENCE
2006-PRESENT

English Language Trainer – Business and General Freelance trainer VAT n. IT05619700965

Contact and contract with new and existing clients from SMEs, legal and engineering studios, agencies, schools and large companies; conduct needs analysis and linguistic level testing; prep are and present financial and content offer; organize groups and course scheduling; develop lesson plans; create content for tailored lessons; conduct individual and group lesson in English at company offices or via Skype; interact with C-level managers and other staff; create reports on attendance and progress; invoicing; networking and client follow-up to foster long-term relationships

COMPANIES: Consulting: A.C.E. & F. Energy: A.C.E. & F. Engineering: A.C.E. & F. Entertainment: C.E. & F. Fashion: A.C.E. & F. Finance: A.C.E. & F. IT: A.C.E. & F. Law: A.C.E. & F. Manufacturing: A.C.E. & F. Telecom: A.C.E. & F. University: A.C.E. & F.

Language Schools and Associazioni: A.F.G.P. Centro Padre Piamarta: Via Pusiano, 52, 20132 Milan; Associazione Servizi Formativi: P.za Sant'Ambrogio, 25 Milan; Corporate English s.r.l.: Via F. Sforza, 43, 20122 Milan; De Agostini Editore S.p.A.: Via Montefeltro, 6, 20156 Milan; digital publishing Italia s.r.l. (Speexx): Via Felice Cavallotti, 9, 27100 Pavia; Education First: Via Borgogna, 8, 20122, Milan; Enti Confindustriali Lombardi per l'Education (ECOLE): Via Fulvio Testi, 128, 20092 Cinisello Balsamo; Fondazione Luigi Clerici: Via Montecoccoli 44/2 Milan; The Language Club: Via Larga, 7, 20121 Milan; The Language Net s.r.l.: Viale dell'Aeronautica, 12, 00144 Rome; Millenium Language School: C.so Sardegna, 80/2, 16142 Genova; Professional Advantage Training Italia: Via Giuseppe Belluzco, 26, 00149 Rome; Servizi Estero S.p.A.: Via Napo Torriani, 29, 20124 Milan; Studio Linguistico London Eye: Via V. Alfieri, 3, 20019 Settimo Milanese.

Business or sector Education, Training and Development

WORK EXPERIENCE
2009-2011

Co-Owner & Didactic Coordinator Corporate English s.r.l.

(School of Foreign Language) Via Francesco Sforza, 43 Milan 20122

Headhunting, interviewing, hiring, training of teachers for 5 languages; establish salary scale and draft contracts (ritenuta d'acconto, a progetto, prestazione d'opera, Partita IVA, CoCoPro) & assist with monthly payroll operations; perform linguistic level testing, course creation, organization, scheduling and teacher placement for company, small group and individual courses; reporting to clients in Excel, Word or online; day-to-day client relations - problem solving, scheduling; budgeting and procurement; organize and execute teacher training workshops and staff meetings; execute immigration and/or work visa procedures for teachers from Australia, Canada and the USA; assist with cultural integration of teachers (attain Fiscal Code, Partita IVA number, Permit of Stay, ASL medical coverage, choose doctors and dentists, open bank accounts, find housing, renew passports, etc.); database maintenance and website updating; sales, organize sales meetings and carry out face-to-face, telephone and internet sales activities; marketing and market research activities; design advertising materials; organize and lead special client outreach events;

Business or sector Education, Training and Development

WORK EXPERIENCE
2004-2006

High School English Literature Teacher and Substitute Teacher (all subjects)

Acalanes Union High School District: 1212 Pleasant Hill Rd. Lafayette, CA, USA; San Ramon Valley Unified School District: 699 Old Orchard Dr. Danville, CA, USA

Create and teach materials at the appropriate student comprehension level to promote progress in speaking, listening, reading and writing in English according to District, California State and Federal requirements; monitor students' study progress with assignments and frequent testing; provide written reports and support to students and administrators; (as a substitute) carry out lesson plans provided by teachers, generate reports regarding student performance and discipline; lessons held in the public high school environment with 14-35 students per class

Business or sector Secondary Education



**COURTNEY KEELING GREENLAW** - [www.ckgwords.com](http://www.ckgwords.com)

Language Service Provider – IT – SP – ENG

Via Lazzaro Palazzi, 17 - 20124 Milano (MI)

C.F.: GRN CTN 79M64 Z404B - P. IVA: 05619700965

TRANSLATION COURSES	2013-2018: 87 webinars, online and face-to-face courses in Spanish, Italian and English with Proz.com, Mediterranean Editors & Translators, Aptrad, Trados, AGTraduzioni, SmartCAT, SuccessByRx			
AVAILABILITY	PART-TIME Evenings & weekends (days & times vary)			
NATIVE LANGUAGE	USA English			
PROFESSIONAL ASSOCIATIONS	Mediterranean Editors & Translators, Associazione Italiana Formatori, Omicron Delta Kappa, Professional Women's Association Milan, (pending AITI & IAPTI memberships)			
	<b>LANGUAGE(S)</b>		<b>FEE (IN EUROS)</b>	<b>AVERAGE DAILY PRODUCTION</b>
Translation	From Italian	To English	0,10/source word	M-F 1500/S-Su 4000
	From Spanish	To English	0,10/source word	M-F 1500/S-Su 4000
Transcreation	From Italian	To English	0,12/source word	M-F 1500/S-Su 4000
	From Spanish	To English	0,12/source word	M-F 1500/S-Su 4000
Bilingual Revision	From Italian	To English	0,08/source word	M-F 2000/S-Su 5000
	From Spanish	To English	0,08/source word	M-F 2000/S-Su 5000
Monolingual Revision	In English		0,05/source word	M-F 2500/S-Su 6000
Post-editing of Machine Translation	From Italian	To English	0,10 /source word	M-F 1500/S-Su 4000
	From Spanish	To English	0,10/source word	M-F 1500/S-Su 4000
Consecutive Interpreting	From Italian	To English	200/half day; 450/full day 50/extra hour	
Subtitling	From Italian	To English	4,00/video minute with script	
	From Italian	To English	5,50/video minute without script	
	From English	To English	3,50/video minute	
Subtitling for Hard of Hearing People	From Italian	To English	6,00/video minute	
Transcription	In English		4,00/audio minute	
Voice over/ Dubbing	In English		0,20/word	
Copywriting	In English		0,02/word	M-F 1500/S-Su 5000
Linguistic Test	In English		35,00/hour; 0,05/word	
Word Processing	In English		50,00/hour	M-F 1500/S-Su 5000
Localization	In USA English		0,05/word	M-F 2000/S-Su 6000
Other services	Website design with Weebly or Wordpress		50,00/ hour	
TECHNOLOGY	PoliHub website, ckgwords website, Traducispagnolo, etc.			
MARKETING	Furniture, wine, food & fashion (luxury clothing, jewellery, eyewear, shoes) brochures, magazine articles, blogs, press releases			
LAW	Real estate contracts, employment contracts, insurance & privacy policies			
HEALTH	Transcription of Zumba video content			
TOURISM	Blogs & website descriptions for Expedia, hotel brochures, menus; voice over for luxury vacation home video advertising			
COMMERCE	Household appliance, furniture, industrial equipment/machinery & plant installation, use & maintenance manuals			
ECONOMY / FINANCIAL	Financial statements, balance sheets, solicitation of payment, tax declarations/ litigation statements			
OTHER(S)	Videogames (transcription), articles about sport & videogames, poetry, literary biographies, comic books, science fiction novels, master thesis, school records, birth certificates, travel documents; subtitled a documentary film			
TOOLS & VERSIONS USED	SDL Trados: 2015 (soon will upgrade to 2017)			
	Wordfast Pro (trial version)			
PAYMENT	Euros accepted via Bank Transfer & PayPal; USD also accepted via PayPal			

EDUCATION AND TRAINING  
JULY 2014-MARCH 2017

**MSc in Project Management - Cum Laude - 2017 School of Management Dissertation of the Year Award - "Implementing a Bilingual Work Environment in an Italian SME"** University of Liverpool, Laureate Online Education, U.K.

- PMI standards and familiarity with ICB, Prince2 and other international standards, iron triangle, PMBOK's 9 Knowledge Areas, 5 Process Groups, 42 Inputs, Tools & Techniques and Outputs

EDUCATION AND TRAINING  
2013-PRESENT

**Various Webinars, Audio Lecture Series, Professional Conferences, Montoring** Proz.com; The Great Courses Series; MET, APTRAD, PROZ conferences; PWA mentee 2018

- Translation, Proof-reading, Web Research, Editing, Time Coding, Audio Transcription, Interpretation, Business and Legal Terminology, Philosophy, Linguistics, The History of the English Language, Creative Writing (list available upon request)

EDUCATION AND TRAINING  
AUGUST 2004-MARCH 2007

**California State Single Subject Teaching Credential in English and Spanish**  
Chapman University, Concord, California Campus, USA

- Didactical Skills; Discipline Strategies; Group Work Skills; Teaching English as a Foreign Language within specific subject courses; Lesson Planning; Grading and Reporting; Administrative Rapport; Child and Young Adult Psychology; Computer Skills; Providing for Students with Learning Disabilities and Physical Disabilities; Time Management and Organization in the Workplace

EDUCATION AND TRAINING  
2005

**Postgraduate Studies**  
University of California, Berkeley, USA

- Teaching Adults; Motivation/Group Work Strategies; TEFL; Lesson Planning; Grading/Reports; Teaching Students with Learning/Physical Disabilities

EDUCATION AND TRAINING  
2001-2002

**Certificate of Completion in Teaching English as a Foreign Language**  
i-to-i online school, U.K.

- Classroom teaching techniques for TEFL, curriculum and activity development for TEFL lessons

EDUCATION AND TRAINING  
AUGUST 1997-MAY 2001

**BA in Theatre Arts and English Literature - Summa Cum Laude; Omicron Delta Kappa Leadership Association** - Humboldt State University, Arcata, California, USA

- Design – set, costume, make-up, lighting; directing; playwriting; acting; history of theatre and film; dance; piano, singing; stage combat; Shakespeare; modern and classic American and British literature; sociology; geology; earth sciences; history; Spanish; German

PERSONAL SKILLS  
MOTHER TONGUE

English (West-Coast American)

OTHER LANGUAGE(S)

	UNDERSTANDING		SPEAKING		WRITING
	LISTENING	READING	SPOKEN INTERACTION	SPOKEN PRODUCTION	
Italian	C2	C2	C2	C1	B2
Spanish	C1	C2	B2	B2	B1

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

COMMUNICATION SKILLS

- Excellent communication, public speaking and presentation skills gained through my experience as an actor, saleswoman and trainer in the USA and Italy.

**ORGANISATIONAL /  
MANAGERIAL SKILLS**

- Leadership: As co-owner of Corporate English, srl, I managed 23 teachers between Rome and Milan from 13 different countries. Managed 60 staff as PM & Executive Assistant for ADEC srl.
- Time Management: I've scheduled my freelance activities for over twelve years, coordinating up to 150 students at a time. As co-owner of Corporate English, srl, I managed the schedules of all 23 staff.

**JOB-RELATED SKILLS**

- Good knowledge of project management processes and procedures gained through MSc program and project team work in ADEC srl, PoliHub and Innovazione Digitale, as well as from managing my freelance business.
- Extremely flexible and adaptable, able to insert myself in various work teams and in various professional contexts due to my experience working in foreign countries (brief experiences in Spain and Peru as well as in Italy) and working with very different people from different sectors on a daily basis for over 10 years.
- Culturally sensitive as I have traveled to 45 countries in the world.
- Highly organized and detail oriented due to the need for record keeping and invoicing that my freelance business requires.
- Myers-Briggs Type Indicator: ENFJ personality
- Belbin Team Roles Preference: Specialist, Implementer, Shaper, Plant, Finisher

**DIGITAL COMPETENCE**

SELF-ASSESSMENT				
INFORMATION PROCESSING	COMMUNICATION	CONTENT CREATION	SAFETY	PROBLEM SOLVING
P	P	P	P	P

Levels: Basic user - Independent user - Proficient user  
 Digital competences - Self-assessment grid

- good command of office suite (word processor, spread sheet, presentation software) on Mac & Windows
- Trados Studio 2011 & 2015 for translations
- Typeform, Soapbox, Wytia, Mailchimp, GoogleSuite, Calendly, Trello, Slack, Salesforce, Wordpress

**HOBBIES**

- Acting, yoga, painting, scuba-diving, sailing, swimming, horse riding, sewing, solo traveling, dancing, visiting museums, opera, concerts and theatre

**DRIVING LICENCE**

- United States: California Non-Commercial Vehicle Licence B6377396
- International Driving License valid until 2027

**MEMBERSHIPS**

- AIF – Associazione Italiana Formatori
- MET – Mediterranean Editors & Translators
- Omicron Delta Kappa Leadership Association
- PWA – Professional Women's Association - Milan Chapter
- ATA – American Translators Association