

José Luis Cádiz

Seasoned Language Services Industry Professional

Executive Summary

Over 20 years in the Language Services industry, extensive cross-cultural experience living, studying and working in Africa, Latin America, Asia and Europe, a full command of English, French and Spanish and basic knowledge of German. Organized, coordinated and led complex, large scale translation and Interpreting projects. Participated in designing proprietary, web-based project management / CRM systems. Set up and managed remote back office. Designed, developed and brought to market various new products and services in the language services industry. Also experienced in recruiting in-house and freelance personnel and forming and managing in-house and distributed teams.

Management

- Streamlined and automated a language lab, achieving a 75% increase in user satisfaction
- Resolved sales department backlog by creating an efficient interface between departments
- Coordinated an international team of over 50 independent contractors and liaised with overseas head office on a daily basis
- Managed the day to day operation of a translation company and a team of 12 people, as well as an overseas back office.
- Introduced and Implemented Enterprise Resource Planning and IT solutions, including web based CRM, remote collaboration and synchronization and backup applications at several companies
- Developed internal policies and procedures, as well as contingency plans at several companies
- Managed a language school and created and managed a linguistic services department

Project Management

- Organized, coordinated and led all phases of numerous large translation and interpreting projects
- Participated in designing proprietary, web-based project management / CRM systems at two different multi-language vendors
- Set up and adapted an off-the-shelf CRM system for an existing business
- Designed and implemented in-house and freelance personnel recruiting processes
- Designed, implemented and controlled internal workflows, validating deliverables, scheduling, managing resources, budget tracking, communicating with clients and provisioning
- Organized, coordinated and supervised interpreting services on behalf of the UNFCCC and the Mexican State Department in the context of the 16th edition of the Conference of the Parties in Cancun, Mexico



Languages

English
(Native / bilingual)
Spanish
(Native / bilingual)
French
(Professional)
German
(Elementary)

Education

Political Sciences & Philosophy at
Université Catholique de Louvain, Belgium
(4 semesters)

Political Sciences at
Universidad Gabriela Mistral, Chile
(4 semesters)

Citizenship

Chilean / Mexican

Marketing & Sales

- Designed marketing materials and copy such as brochures, websites and audiovisual materials
- Developed and implemented full sales cycle strategies and tools
- Recruited and managed sales teams
- Designed online and traditional marketing strategies

Content Development & Training

- Designed and developed advanced courses for topics such as English for Special Purposes, exam preparation and skills based business English, as well as an online ESL course for a 200 strong mobile sales team and an accent reduction course
- Developed training materials and workshops, and trained sales, teaching and administrative staff
- Implemented online testing solution for professional and academic language level evaluation
- Created and edited internal and external newsletters in Spanish and English, contributed articles and performed proofreading
- Wrote company policy, procedures and contingency manuals

Editing / Translation and Interpreting

- Participated in the preparation of a UNESCO publication on illiteracy eradication in developing countries as well as interpreting
- Designed, applied and performed QC and QA processes
- Translated project papers, technical and user manuals, MSDSs, and general business and marketing materials for both the private and the public sector

Career Summary

- 2007 to date Independent Linguistic Services Consultant and Freelance Translator, Mexico City, Mexico
- 2007 - 2014 *Branch Manager & Linguistic Services Director, **Coronet Hall**, Mexico City, Mexico*
- 2006-2007 *Country Manager, **Eurotexte Sarl**, Paris, France / Mexico City, Mexico*
- 2001-2006 *Lead Project Manager, **TransTeck International**, Mexico City, Mexico*
- 2000-2001 *Freelance Translator and private EFL Teacher, Mexico City, Mexico*
- 1997-2000 *Language Laboratory Supervisor, **Tronwell S.A.**, Santiago, Chile*
- 1997 *Freelance Events Coordinator, **Mexican Trade Commission**, Santiago, Chile*
- 1994-1997 *Freelance Interpreter, **United States Embassy**, Santiago, Chile*
- 1993 *Translator and Interpreter, **UNESCO Institute for Education**, Hamburg, Germany*
- 1993 *Administrative Assistant, **General Consulate of the Dominican Republic**, Hamburg, Germany*