

## Europass Curriculum Vitae

### Personal information



**First name(s) / Surname(s)** **Livia Oravska**  
**Address** Mlynarovicova 4, 851 03 Bratislava (Slovakia)  
**Mobile** 00421 903 574 333  
**E-mail(s)** livia.oravska@gmail.com, livuska@hotmail.com  
**Nationality** Slovak  
**Date of birth** 06/03/1978  
**Gender** Female

### Work experience

<p><b>Dates</b> 01/02/2009 →</p> <p><b>Occupation or position held</b> Service Contracts Coordinator for UK Market</p> <p><b>Main activities and responsibilities</b> Active participation on contract renewal process including phone and mail conversation Ensuring all orders are received and actioned appropriately and within agreed service levels Organizing a web cast on a monthly basis with contract manager Answering the renewal queries of customers and providing best possible services Creating and issuing renewal letters and other customer documents Investigating possible discrepancies between coversheets and Oracle Loading new contracts and maintaining install bases &amp; invoicing Terminating and cancellation of contracts upon request from the credit department Proactive involvement in catching any issues in order to improve processes Ensuring all Dataserv issues are solved</p> <p><b>Name and address of employer</b> Emerson Network Power Prievozska 4/D, 821 09 Bratislava (Slovakia)</p> <p><b>Type of business or sector</b> Air conditioning</p> <p><b>Dates</b> 01/08/2007 - 30/08/2008</p> <p><b>Occupation or position held</b> Sales Manager</p> <p><b>Main activities and responsibilities</b> Responsible for key accounts and establishing new business opportunities Organising and attending customer visits and exhibitions abroad Preparing quotations and processing customer orders in multiple currencies and languages (English, Slovak, Czech and Russian) Liaising with warehouse staff, purchasing, credit control, accounts, engineering, production and planning departments to complete the whole sale in most effective manner Translation of documents, forms and price books and interpreting the whole manufacturing process to the customers</p> <p><b>Name and address of employer</b> Belle Engineering Ltd Sheen, SK17 0EU Buxton (United Kingdom)</p> <p><b>Type of business or sector</b> Manufacturing</p> <p><b>Dates</b> 01/05/2006 - 31/08/2007</p> <p><b>Occupation or position held</b> Team Leader for Facilities Management</p> <p><b>Main activities and responsibilities</b> Monitoring the facilities management job and allocation of workload including chasing and clearing jobs in an effective and timely manner Conducting all general office administrative duties Customer visits and meetings</p>	
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	Production of spreadsheets and reports Responsible for a team of 6 people – sickness, lateness procedure & holiday planner
Name and address of employer	British Telecommunications (Monteray Division) Trinity Street, ST1 1HJ Stoke-on-Trent (United Kingdom)
Type of business or sector	Telecommunications and Facility Management
Dates	01/09/2004 - 30/03/2006
Occupation or position held	Technical Support Specialist
Main activities and responsibilities	High focus on customer support in terms of product and price introduction Review of all special bid templates to enable 100% data quality for customer fulfilment Ensuring data accuracy and perform ongoing data maintenance and price date Additional tasks: updating spreadsheets, competing reports, quality improvement queries, internal auditing/price check
Name and address of employer	IBM / Lenovo Polus Millennium Tower Vajnorska 100/a, 832 86 Bratislava (Slovakia)
Type of business or sector	Administrative and support service activities
Dates	01/02/2003 - 31/08/2004
Occupation or position held	Insurance Advisor
Main activities and responsibilities	Involved in selling products, such as motorbike, car, travel and home insurance, as well as helmets, leather clothing and security devices Dealing with customers existing queries, renewals and complaints Understanding of the insurance market in order to advise customers what products are available and what would best suit their needs
Name and address of employer	Carole Nash Insurance Trafalgar House, 110 Manchester Road, WA14 1NU Altrincham, Cheshire (United Kingdom)
Type of business or sector	Motor Insurance
Dates	01/01/2001 - 31/01/2003
Occupation or position held	Call Centre Administrator
Main activities and responsibilities	Dealing with queries from international customers on existing faults, as well as logging new jobs Heavily involved in the management of high severity calls and alerting full ownership of jobs being resolved within specific contracts SLA's Prioritising and time management, accuracy, a high level of organisation skills The ability to use many operating systems and standard software applications
Name and address of employer	IBM United Kingdom Limited Jackson House, Washway Road, M33 7RR Sale, Cheshire (United Kingdom)
Type of business or sector	Administrative and support service activities
Dates	01/11/1997 - 31/12/2000
Occupation or position held	Au-Pair
Main activities and responsibilities	Au-Pair in the UK since November 1997 Additional part time jobs: cleaning, shop-assistant, baby-sitting
Name and address of employer	Various agencies
Dates	01/01/2007 →
Occupation or position held	Free lance translator
Main activities and responsibilities	Translating and proofreading for companies:  Go Translator, UK AA Global Language Services, UK JCB, Cheadle, UK Belle Engineering, UK
Name and address of employer	Various Companies
Type of business or sector	Translating

## Education and training

Dates	01/09/1993 - 30/05/1997
Title of qualification awarded	The Maturitna Skuska Certificate from Slovakia – Considered compatible to BTEC National Diploma NSVQ Level 3
Principal subjects / occupational skills covered	Subjects: Slovak language, Russian language, Chemistry and General Business (Economics, PC, Typing)
Name and type of organisation providing education and training	Stredna Priemyselna Skola Chemicka (Secondary Education School) Racianska 78, 821 03 Bratislava (Bratislava)
Level in national or international classification	BTEC National Diploma NSVQ Level 3
Dates	01/09/2007 - 01/05/2008
Title of qualification awarded	TIG/MIG Welding
Principal subjects / occupational skills covered	Health and Safety considerations Set up of welding equipment Welding simple joints in 1.6mm-6mm low carbon steel
Name and type of organisation providing education and training	University of Derby (Buxton Campus) (University) 1 Devonshire Road, SK17 6RY Buxton, Derbyshire (United Kingdom)
Level in national or international classification	Certificate TIG/MIG Welding
Dates	01/09/2002 - 01/06/2003
Title of qualification awarded	First Certificate in English (FCE)
Principal subjects / occupational skills covered	FCE exam for everyday use in written and spoken English at an upper-intermediate level
Name and type of organisation providing education and training	South Trafford College (College) Manchester Road, West Timperley, WA14 5PQ Altrincham, Cheshire (United Kingdom)
Level in national or international classification	ESOL Examinations
Dates	01/08/2007 - 30/07/2008
Title of qualification awarded	Internal Training
Principal subjects / occupational skills covered	Russian for business use, specific for Belle Engineering
Name and type of organisation providing education and training	Belle Engineering Ltd (Employer) Sheen, SK17 0EU Buxton (United Kingdom)
Level in national or international classification	Business use
Dates	01/09/2009 - 31/05/2010
Title of qualification awarded	General State Exam in English
Principal subjects / occupational skills covered	Advanced level in English language including history, geography, politics and literature compendium
Name and type of organisation providing education and training	Statna Jazykova Skola (Language School) Palisady 38, 811 06 Bratislava (Slovakia)
Level in national or international classification	C1
Dates	01/09/2010 →
Title of qualification awarded	State Exam in Translating (present studies)
Principal subjects / occupational skills covered	Gaining knowledge about the social role and function of translation for intercultural communication, cultural representation and perception. Also obtaining knowledge of theoretical frameworks that

	underpin the process of translation and related forms of intercultural communication and cultural exchange.
Name and type of organisation providing education and training	Statna Jazykova Skola (Language School) Palisady 38, 811 06 Bratislava (Slovakia)
Level in national or international classification	C2
Dates	12/06/2007 - 13/06/2007
Title of qualification awarded	Supervisor Training
Principal subjects / occupational skills covered	Training and development and team leading skills
Name and type of organisation providing education and training	Reliance Integrated Services (Training) Boundary House, Crickefield Road, U88 1QO Uxbridge, Middlesex (United Kingdom)
Level in national or international classification	Certificate
Dates	28/08/2007 - 29/08/2007
Title of qualification awarded	Training Certificate
Principal subjects / occupational skills covered	Qualified to operate and advise on the range of Light Construction Equipment
Name and type of organisation providing education and training	Belle Engineering Ltd (Manufacturing) Sheen, SK17 0EU Buxton, Derbyshire (United Kingdom)
Level in national or international classification	Training
Dates	26/11/2007 - 26/11/2007
Title of qualification awarded	Documentary Letters of Credit
Principal subjects / occupational skills covered	Letters of Credit
Name and type of organisation providing education and training	North Staffordshire Chamber of Commerce (Chamber of Commerce) Commerce House, Festival Park, ST1 5BE Stoke-on-Trent, Staffordshire (United Kingdom)
Level in national or international classification	Certificate
Dates	20/09/2007 - 20/09/2007
Title of qualification awarded	Export Documentation
Principal subjects / occupational skills covered	Export Documentation
Name and type of organisation providing education and training	North Staffordshire Chamber of Commerce (Chamber of Commerce) Commerce House, Festival Park, ST1 5BE Stoke-on-Trent, Staffordshire (United Kingdom)
Level in national or international classification	Certificate
Dates	12/09/2007 - 12/09/2007
Title of qualification awarded	Certificate in H&S and Manual Handling
Principal subjects / occupational skills covered	Health and Safety Manual Handling
Name and type of organisation providing education and training	North Staffordshire Engineering Group Training Association Ltd (Training Association) Silverdale Court, Silverdale Road, ST5 6EH Newcastle-under-Lyme, Staffordshire (United Kingdom)
Level in national or international classification	Certificate
Dates	01/06/2010 - 02/06/2010

Title of qualification awarded	Skolenie prvej pomoci pre BOZP - First Aid Training																																								
Principal subjects / occupational skills covered	Internal Bleeding Acute Aortal Bleeding Head Injury Car Accidents Spine fracture and fractures of limbs Extensive burns Patience in shock and unconsciousness Cardio-respiratory resuscitation																																								
Name and type of organisation providing education and training	Emerson Network Power (Internal Training)																																								
Level in national or international classification	First Aid Certificate																																								
<b>Personal skills and competences</b>																																									
Mother tongue(s)	<b>Slovak</b>																																								
Other language(s)																																									
Self-assessment <i>European level (*)</i>	<table border="1"> <thead> <tr> <th colspan="4">Understanding</th> <th colspan="4">Speaking</th> <th colspan="2">Writing</th> </tr> <tr> <th colspan="2">Listening</th> <th colspan="2">Reading</th> <th colspan="2">Spoken interaction</th> <th colspan="2">Spoken production</th> <th colspan="2"></th> </tr> </thead> <tbody> <tr> <td>C2</td> <td>Proficient user</td> <td>C2</td> <td>Proficient user</td> <td>C2</td> <td>Proficient user</td> <td>C2</td> <td>Proficient user</td> <td>C2</td> <td>Proficient user</td> </tr> <tr> <td>B1</td> <td>Independent user</td> <td>B1</td> <td>Independent user</td> <td>A2</td> <td>Basic User</td> <td>A2</td> <td>Basic User</td> <td>B2</td> <td>Independent user</td> </tr> </tbody> </table> <p>(*) <a href="#">Common European Framework of Reference (CEF) level</a></p>	Understanding				Speaking				Writing		Listening		Reading		Spoken interaction		Spoken production				C2	Proficient user	C2	Proficient user	C2	Proficient user	C2	Proficient user	C2	Proficient user	B1	Independent user	B1	Independent user	A2	Basic User	A2	Basic User	B2	Independent user
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English																																									
Russian																																									
Social skills and competences	Excellent customer service in multinational environment (11 years of experience) Communication skills Ability to identify problems and deal with them promptly and in effective manner meeting set deadlines																																								
Organisational skills and competences	High organisation level Time and stress management Team leading																																								
Technical skills and competences	IT troubleshooting and support Welding																																								
Computer skills and competences	Lotus Smart Suite, Microsoft Office, Outlook Express, Windows XP/95/98/2000/NT, SAP, Scala, Oracle, Maximo, SYSPRO, Insurance applications: Mysis /Oasis, Netscape, Internet, Typing																																								
Artistic skills and competences	Creative writting (my poems published on <a href="http://www.basnicky.sk">www.basnicky.sk</a> )																																								
Other skills and competences	Regular blood donor Involved in teaching English at Association of Foster Parenting in Bratislava Interested in different languages, various cultures, travelling, charcoal drawing, creative writing, ice-skating, dancing, pet caring and socialising with friends Continuous training and personal development																																								
Driving licence(s)	B																																								
<b>Additional information</b>	Referencies regarding translating services: Marton Krencsey - <a href="mailto:marton.krencsey@belle-group.com">marton.krencsey@belle-group.com</a> Jana Stahlova - <a href="mailto:jana.stahlova@jcb.com">jana.stahlova@jcb.com</a>																																								

