

VALENTINA COSTA

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• Via Giovanni da Pedemuro 52, 36100 Vicenza, Italy •

OBJECTIVE – The furthering of my skills in languages, sales and customer service; helping to benefit and develop the business. *Providing the best: my success is my client's success. No more language barriers.*

CAREER ACHIEVEMENTS

- Successful multilingual, enthusiastic, friendly and well trained; organized professional.
- **Efficiently skilled:** organizational / administrative / supportive / operational tasks.
 - Interpreting and translating assignments (BA), 5 year experience for companies, privately.
 - Artistic subjects, including in competitive environments.
 - Flexible and productive as part of a team, as well as working on my own initiative.
- Communication skills and an unwavering commitment to client care and success:
 - building productive relationships / resolving complex issues / gaining client loyalty.
- Consistent bookings and outstanding feedback(s) from satisfied clients and corporations.
- Adept in conveying the benefits of products / services and generating client interest.
 - Quickly grasping / mastering / selling new product / service offerings.
- Computer literate: MS Office (Word, Excel, Outlook, PowerPoint); SDL Trados; Subtitle Workshop.
- Great interest in cultures and cultural exchanges; lots of *pro bono* work history.

REGIONAL / INTERNATIONAL / WORK EXPERIENCE

2004 – Present **Freelancer / Interpreter, Translator & Promoter, Italy and U.K.**

- Translation and Localization; Interpreting Services; Private Teaching.
- Editing / Proofreading / Post-editing / Transcription / Subtitling / Phone Interpreting.
- Proficiency in Italian, Spanish, English. Basic knowledge of French, German, Croatian and Portuguese.
- Fairs, Meetings, Conventions, Exhibitions, Events.
- The acquisition of consistent bookings / outpacing competition / gaining knowledge of the industry / meeting clients / time management / networking.
- Working with a wide range of clients and diverse projects, following “client's brief” to realization, assuring premier customer service.
- Specialties: business, contracts, literature, current affairs, culinary, tourism, medical, cinema, general / conversations, construction, engineering / technology / manuals, cosmetics, software and website, marketing, law.
- Clients and experiences: promoter for Granite Transformations; interpreter, salesperson and promoter for Paor Italy and CNA Arezzo at Gold Trade Exhibition (Europe, United States, Brazil, Japan); marketing department intern for Biotec Italia, prospecting, cold calling (France, Spain, Germany); salesperson and promoter for Elite Associates; interpreter for Spanish hockey teams at CERH international events. International clients and online translation platforms: Proz.com, QTrans, Anecsys, Translation Secrets.

7/2011 – 7/2012 **Sales Assistant – Bobbi Brown, Selfridges, London, U.K.**

- Proficiently maintaining #1 status of Bobbi Brown counter in the West Market(s)
- Providing world-class customer experience and effectiveness; meeting targets / cultivating & maintaining key relationships with customers / executives / staff in a cross-cultural, variegated and dynamic environment. Regularly attending, appraisals / meetings / workshops / following personal development plan* / providing self-directed learning / optimizing services and results.

- Gaining readiness / improvisation / multitasking skills. Promoting / marketing / branding of products / building rapport and entertaining / astute and strategic skills / impeccable presentation skills, operating cash register and IT system / inventory control system(s) / stocking.

2008 – 2011 Sales Department Co-Officer – Mixer srl, Italy

- Providing high level secretarial and administrative support, translating documents and manuals, phone interpreting, meeting foreign and Italian customers at the company (Europe, North Africa, Brazil, China, South Africa).
- Participating in new projects development, customizing products, customer referencing for quotes and orders, offering attentive after sales services, invoicing and assisting in the collection of overdue invoices.
- Building B-2-B and B-2-C relationships / adapting mind set / co-ordinating and leadership skills in Italian and foreign markets.

CONTINUING EDUCATION / CERTIFICATIONS

Present Legal Terminology Courses by Suzanne Deliscar

For translators whose language pairs include English. Focusing on the North American and European systems.

2012 SDL Trados: internet medium

Market-leading translation software; translation memories, terminology management, software localization.

Subtitles Workshop

Software to create subtitles from scratch and to translate and localize subtitles.

SEO Technics: internet medium

Adapting Search Engine Optimization technics and tips to improve the visibility of webpage structure.

2006 - 2009 Modern Languages for Interpreters and Translators, University of Trieste

Awarded: BA in Applied Interlinguistic Communication (mark: 100 / 110); BCCI Certificate of Advanced Knowledge of English Business Language. Thesis: Translation and analysis of “Argentina Latente” (movie).

Main subjects: LIAISON & TRANSLATION: business, contracts, medical, current affairs, marketing, literature, tourism, cinema. LAW & ECONOMICS: International Trade Economics and Technics, Comparative Public Law, European Community Law, Admiralty Law, Transport Law. EXTRA: Grammar, Essay, Literature, Ethnolinguistics. Social Anthropology.

LANGUAGES

English, Spanish: proficient verbal and written (BA).

Italian: native speaker.

German, French, Croatian, Portuguese: basic knowledge.

ALL REFERENCES AND TRANSCRIPTS

Available upon request