

JACK ANDREW KELLY

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jktranslationandinterpreting@gmail.com

I am a languages and music graduate from Newcastle University. I speak and write Spanish and Catalan fluently, after living and working in Spain for 13 years. Since graduating I have worked as a freelance interpreter and translator, for businesses, agencies, and Premier League football clubs as well as working as a customer service advisor for 3 years.

ACADEMIC QUALIFICATIONS

Newcastle University *(2014 - 2018)*

2:1 in BA Hons in Spanish with Latin American Studies and Music (with a year abroad)

Including the modules of: Translation, Interpreting, Advanced Writing (Spanish), History of the Iberian Peninsula.

- Practised common techniques and scenarios in the translation and interpreting industry on a weekly basis.
- Actively participated in seminars and had monthly tests in translation and interpreting in realistic scenarios.
- Worked effectively in different teams on mandatory and extracurricular translation projects.
- Gained in depth knowledge as well as a deep cultural understanding of the history of Spain and Latin America.

The Manchester College *(2012 – 2014)*

Distinction, Distinction, Merit for my BTEC level 3 national diploma in music.

IES Maria Enriquez, Gandia *(2011 – 2012)*

1ro Bachillerato/Baccalaureate (11 A-level equivalent).

Including the modules of: Spanish, Spanish Literature, Catalan, English.

- Learned advanced Catalan and Spanish grammar by reading classic literature.
- Took regular spoken and written tests in Spanish and Catalan.

Santa Ana School, Villalonga *(2008 – 2011)*

6.3/10 (Grade C equivalent) average for my E.S.O (12 GCSE equivalent)

EMPLOYMENT AND WORK EXPERIENCE

CUSTOMER SERVICE ADVISOR

(April 2021 – Present)

Xplor Newcastle

- Provide financial and technical support to a variety of customers and different business clients.
- Action accounts applying the correct charges, refunds and changes to the accounts.
- Liase with different businesses and help them manage the accounts of their customers.

SPANISH CUSTOMER SERVICE ASSISTANT

(October 2018 – March 2021)

Opia Ltd Gateshead

- Support Spanish and English-speaking customers with any queries or questions that they may have by answering calls, emails, and actioning claims.
- Work in a fast-paced environment where I am required to think quickly and methodically to ensure that my SLA's are met.
- Ensure that the customer receives the appropriate help and support.

FREELANCE SPANISH INTERPRETER & TRANSLATOR

(June 2011 – Present)

Newcastle United FC, NHS, Vista Labels, Mincor

- Interpreted for press meetings and interviews later broadcast over the world.
- Used verbal and written communication skills to facilitate communication between doctors and dentists with different individual's NHS appointments.
- Worked with clients to assess their requirements and translate their documents in the most accurate way possible, such as labels and stickers for an international company, and legally binding agricultural technology contracts.

ENGLISH TEACHER (BRITISH COUNCIL ASSISTANT)

(September 2016 – June 2017)

CEIP Villar Palasi, Valencia, Spain

- Developed innovative strategies to improve the English level of the students.
- Assessed needs of classes and individuals, tailoring my facilitation methods and activities in order to engage with students more effectively and boost productivity and grades.
- Worked as part of an effective team of other teachers to enhance the curriculum taught as I believed it was outdated.

Additional Skills

- Full clean driving license.
- IT proficient in Microsoft Office, including Outlook, Excel, PowerPoint, and Word
- Proficient playing several instruments.

References available upon request