



Daniela Stankova

Contact

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Core Qualifications

- German language fluency
- English language fluency
- Written translations
- Proofreading
- Editing skills
- MemoQ
- SDL Trados
- Phrase TMS
- Microsoft Office
- Copywriting
- In-depth cultural knowledge
- Organizational and planning skills
- Time Management
- Analytical skills
- Decision-making
- Critical thinking
- Precise work with attention to details

Professional Summary

Enthusiastic individual with extensive language and linguistics knowledge. Adapts quickly to online tools and platforms. Demonstrates keen cultural awareness and interpersonal skills. Reliable translator with experience handling diverse source materials. Understands brand tone of voice and client needs. Offers top-quality copywriting and editing expertise. Adept at keeping the original meaning, style, and unique characteristics of actual words and documents when completing professional translations. Advanced skills in English and German languages.

Experience

State-certified Translator

Translation services / Varna, Bulgaria, Bulgaria / Nov 2019 - Current

- Proficiently translating a wide range of materials from German and English into Bulgarian, and vice versa, while maintaining the integrity and nuances of the source text.
- Leverage industry-standard translation memory software, such as SDL Trados, memoQ and Phrase TMS to ensure translation consistency across documents, optimizing work-flow efficiency.
- Utilizing specialized dictionaries and reference materials to meticulously select the most precise terminology and vocabulary equivalents.
- Employing advanced software tools for presentation and document delivery, enhancing the final product's professionalism.
- Conducting comprehensive research on legal, technical, and scientific phraseology to ensure accurate and contextually appropriate translations.
- Rigorously proofreading and editing translated content to guarantee linguistic excellence and accuracy.

Education

"St. Cyril and St.
Methodius" University of
Veliko Tarnovo
Veliko Tarnovo, Bulgaria
Master's degree:
Translation studies with
German and English
languages
30/06/2022
University Of Economics
Varna, Bulgaria
Bachelor's degree:
Tourism Management
20/07/2008
Foreign Language High
School Joan Ekzarch
Varna
High School Diploma:
German and English
languages
20/06/2004

- Collaborating with subject matter experts in specialized fields to ensure translation accuracy and authenticity.
- Adhering to stringent translation quality standards to meet all legal and ethical obligations to clients.
- Proofreading documents to remedy terminology and vocabulary errors.
- Conducting in-depth research to meet specialist translation project requirements.
- Attending regular training to remain knowledgeable on current best practices.

My clients:

☑ *Oliver Marketing Limited, London, UK (adidas projects)*

☑ *Language Bear (ABOUT YOU projects)*

☑ *Terratra OÜ, Maardu linn, Estonia (various domains)*

☑ *EduEarth, Vienna, Austria (dissertation translations)*

☑ *P & K BARBOPOULOS OE – TRANSLATION SERVICES, Kallithea, Greece (EU related topics)*

☑ *Nova Translate, Varna, Bulgaria (various domains)*

Work Samples:

https://drive.google.com/drive/folders/1B7N4brlz9ToL_SwCzxDjOt5yZTkVa063?usp=sharing

Certificate in German language Goethe C1

https://drive.google.com/file/d/1FmfZe6iVuoV-z2k_scBLcJwGpCOJBLTB/view?usp=sharing

Guest Services Manager

Viking Cruises / Basel, Switzerland, Switzerland / Jun 2013 - Nov 2019

- Managing guest services operations, overseeing the seamless check-in and check-out processes for up to 200 guests during peak seasons, consistently delivering exceptional customer experiences.
- Formulating and implementing comprehensive policies for concierge services, ensuring a high standard of service for all guests.
- Maintaining front desk excellence by meticulously monitoring statistics, offering personalized assistance to customers, and supervising staff.
- Expertly handling guest complaints and grievances, achieving and sustaining high levels of guest satisfaction.
- Management of daily administrative tasks and efficient management of email correspondence.
- Elevating customer satisfaction scores through the application of advanced

conflict resolution and problem-solving techniques.

- Developing and executing strategic initiatives aimed at enhancing guest experiences and fostering brand loyalty.
- Constant updates on cruise ship and on-site events, including restaurant menus, occupancy rates, latest staff information and VIP guest arrivals, adding to the overall guest experience.
- Managing and maintaining the front desk schedule, ensuring adherence to employee performance standards.
- Overseeing daily duties of team, assigning tasks and checking on progress to fulfil guest services efficiently.
- In-depth knowledge of best practices in hotel management and relevant laws, observation of competitors' activities and industry trends.
- Assisting in the recruitment and training of new team members in accordance with the company's standard procedures.

International Education Consultant

Edlanta Education Abroad / Varna, Bulgaria, Bulgaria / Jan 2009 - Jun 2013

- Providing highly personalized customer service to address the unique academic needs of students, utilizing a diverse range of communication channels including phone calls, emails, meetings, and live video chats.
- Successfully maintaining and expanding a network of 100 students.
- Effectively engaging with potential clients and customers through a variety of educational events, including education fairs, seminars and workshops, creating meaningful connections and encouraging customer loyalty.
- Establishing and maintaining close relationships with international universities, resulting in a 15% increase in the client network.
- Facilitating and guiding students through the complex application and paperwork processes, simplifying their journey and ensuring a hassle-free experience.
- Exploring industry developments and training opportunities to gain a comprehensive understanding of academic innovation.
- Evaluating and reviewing the effectiveness of events and networks in collaboration with team members.

Certifications

Certificate in German language Goethe C1

Languages

Bulgarian: First Language

German: C1



Advanced

English: C1



Advanced