**Bibi Sahida Dilmamode**

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**Translator**

**Professional Profile**

* Translation/proofreading/post-editing machine translation skills in English (US UK) <> French (France, Canada)
* Able to juggle multiple priorities and meet tight deadlines without compromising quality.
* Organized, meticulous and deadline oriented Bilingual Office Administration Professional with over 5 years of office administration / data entry experience equipped with solid knowledge of office procedures.
* Highly skilled in office management, records management, and database management
* Computer skills in MS Word, Excel, Microsoft Outlook and Lotus Note

**Experience**

**Translation Experience and Skills**

**2017 – To Date**

Synergium Sweden, Lionbridge Canada/India, Easy Translate UK, Lan Bridge Communications China, Translated Italy, Sano Global Technologies Co. Ltd China, and Dux Translations UK

**Translated Books** **with Babelcube Inc. - 2017**

The Family That Went to War- Author Gordon Smith

La Famille qui Est Allée à la Guerre 20,680 words

E.J. Unplugged into French - Author Lamees Alhassar

French Book title is "E. J. Débranché 7000 words

Blueprint Homeschooling - Amy Knepper 69,000 words

Plan d'Enseignement à Domicile.

Translation of user manuals for electrical appliances, computer hardware and software English<>French

Translation of social media contents French<>English

Excellent post-editing machine translation skills for advertising English<>French

General translation English<>French.

Specialization in literary translations.

**Loan Administration**

* Indexed incoming documents through Appian system for easier accessibility of records.
* Quality checked all clients’ transactions requests ensuring 100% accuracy of information.
* Assessed information provided before approval of loans to determine whether account for client would be opened.
* Processed RSP loan applications and processed RSP Investment loans by using AGF online to determine client eligibility.

**Customer Care**

* Pulled and provided credit reports to clients on request to meet credit needs.
* Provided detailed information on credit reports to provide up to date information for clients.
* Solved issues encountered by clients with credit reports over the phone to maintain client satisfaction.
* Provided verbal explanation of rules and regulations to members of Equifax regarding credit reports to inform of processes and procedures.

**Credit Support Administration**

* Opened and indexed credit card applications received by mail, email, or fax to ensuring office efficiency.
* Dispatched mail to other Petro Canada departments to maintain effective communication.
* Processed Petro Canada credit card applications by using Petro Canada system to determine customer eligibility.
* Interpreted and explained rules and regulations to clients for applications of credit cards with Petro Canada.

**Employment History**

**Translator English <>French** – Global multiple companies - ON 2017 To date

**Bilingual Loan Administrator** - AGF Trust - Toronto ON 2006 - 2011

**Bilingual Customer Care Agent** – Equifax - Toronto ON 2006 - 2006

**Bilingual Credit Support Administrator** – Resolve Corporation - Toronto ON 2003 - 2006

**Education and Professional Development**

**Certificate in Professional Translation English - French,** University of Toronto, Toronto ON

**Certificate in MS Word and Publishing,** The Learning Place, Brampton, ON

**Certificate in MS Office 2000,** Costi, Toronto ON

**Certificate in Computer Science,** École Hôtelière de Port-Louis, Mauritius

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| * **High School Diploma, State Secondary School**, Goodlands, Mauritius |  |