

PERSONAL DETAILS

*Daiana Zagaglia*

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DOB: 01/27/1983

Nationality: Argentine

Married

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PERSONAL SKILLS

*Detail orientated*

*Well organized*

*Friendly*

*Easily adaptable to new environments and new knowledge*

PROFESSIONAL

*\*ITIL Certified*

*\*Scrum Master Certified*

*\*Agile Facilitator*

*\*PMI Course successfully approved*

*\*Subtitle Workshop successfully approved*

*\*Trados SW Worshop successfully approved*

**Daiana Zagaglia**

Translator & Transcriber

PERSONAL SUMMARY

A multi-skilled, reliable & talented translator with a proven ability to translate written documents from a source language to a target language. A quick learner who can absorb new ideas & can communicate clearly & effectively with people from all social & professional backgrounds. Well mannered, articulate & fully aware of diversity & multicultural issues. Flexible in the ability to adapt to challenges when they arise & at the same time remaining aware of professional roles & boundaries.

WORK EXPERIENCE

**2010 – Current: Team Leader at IBM**

***Duties****:* Databases Asset Management, project coordination and execution. Translation of internal documents on processes and instructions. Transcription of internal documents in Sànish and English. People Management and career path development. Providing guidance & feedback.

**2009: Freelance Translator**

Translation of documents from a foreign language to Spanish & vice versa. Reviewing and proofreading mother-tongue text.

**2008: Language Services Associates**

North American company which delivers language translation services and language interpretation services to companies across the globe. ***Duties****:* telephone interpreting in the areas of medicine, mortgage and insurance.

**2006 – 2008: Law Firm M. & M. Bomchil**

***Duties****:* Administrative tasks, translations, creation and edition of legal documents, transcriber and editor of recorded legal documents (convert recordings into legal documents).

**2004 – 2010:** Business English Professor & Spanish Professor for foreigners.

KEY SKILLS AND COMPETENCIES

Familiar with translation software tools. Able to fluently speak English and Spanish, with basic knowledge in German. Excellent communication and social skills. Able to work to tight deadlines. Highly skilled in Word, Excel and Microsoft Outlook. Willing to travel. Able to prioritize work.

AREAS OF EXPERTISE

Mother Tongue: Spanish

Spanish>English

English> Spanish

*Translating legal documents*

*Proofreading*

*Leadership*

*Agile induction & practices*

*Scrum Master squad guidance*

REFERENCES – Available on request.

**Major projects at IBM**

**Account’s Transition 2011**

I was in charge of organizing the documentation, translating and proofreading it. I had to coordinate and deliver on time the necessary documents for the knowledge transfer to take place.

**Account’s Transition 2016**

I was in charge of organizing the documentation and knowledge transfer of the accounts. I had to coordinate and deliver on time the necessary documents for the knowledge transfer to take place and also make sure the trainings were held in due time and manner. I was also trainer for certain specific and complex tasks.

**Account’s Transition 2017**

I am in charge of organizing the documentation and knowledge transfer of the accounts. I have to coordinate and deliver on time the necessary documents for the knowledge transfer to take place and also create the training plan.

**Automation Projects 2015 / 2017**

With the help of a developer, I helped to make automatic a part of the process in Hardware tasks. Currently I am working on a similar project with another developer.

**Creation of Software Basics Knowledge Workshops within my Team 2016**

I planned and held a training to make sure the members of my team acquire knowledge about software scanning.

**Creation of Agile Workshops within my Team 2016**

I planned and held a sessions to make sure the members of my team both acquire and put into practice knowledge about Agile practices.

**Volunteering Activities**

Took part of two volunteering activities to help create a sense of ownership and comradeship. It was very useful for me to learn how to relate to others and encourage principles such as cooperation, commitment, work routines and responsibility.

**Team Building Activities 2016 & 2017**

I develop sessions of team building with different activities each one in order to work on and highlight important skills such as team communication, active listening, strategy, team bonding, problem solving, collaboration.

**COMPUTER TECHNOLOGY:**

Microsoft Office (Excel, Word, PowerPoint, PFD), IBM Tools: ISM, SDM Dispatch, Watson, Asset Tracking & Planning, MLDB, CNDB, Cognos, ServiceNow, HP, Connections, Verse, Lotus, Sametime, Slack, Mural, Trello.

**OTHER SKILLS AND COMPETENCES (not mentioned above)**

Professional Singer.

Song writer and saxophone player.

**FORMAL EDUCATION/TRAINING**

2011 – Current: Bachelor’s Degree in Lyrical Singing at Conservatorio Alberto Ginastera Classicla Music

2007: Interpreting

McDonough Simultaneous Interpretation

2001 – 2005: Pontificia Universidad Católica Argentina

Sworn Translator

1986 – 2000: Kindergarten, Elementary School & High School at Colegio Ward

High school degree specialized in social communications