## DANIELY CAROLINA DE SOUZA

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1785 Hayes St., San Francisco CA 94117 ● 🕿 (314) 498-7030 ● danielycarolinadesouza@gmail.com

**Education**

 Mackenzie University: B.A. in English and French Translation (2004)

 Microsoft Certified Professional: Date – 05/26/2012, Certification# - F158-6961

 Microsoft Certified Technology Specialist: Date – 05/26/2012, Certification# - D792-4090

**Employment History**

**Booking.com March 2014 – Present**

*Contract Translator* *San Francisco, USA*

* Provided English to Brazilian Portuguese translation services regarding hotel and travel webpages
* Experience with Translation Memory (TM) and doing large volumes of translations
* Consistently received high feedback rating scores during periodic quality control reviews

**General Motors, Brazil June 2008 – January 2015**

*EUS Client Incident Agent**Sao Paulo, Brazil*

* Provided second-level bilingual PC technical support for General Motors employees regarding Lotus Notes, Internet, MS Office, Windows XP, Windows 7, Windows 8 and internal GM tools
* Served as the backup to the technical support leader for four months by managing workflow
* Provided translation services in both English to Brazilian-Portuguese and vice versa during communications between our branch office and U.S. offices

**REVOLVEclothing.com July 2012 – November 2013**

*Contract Translator Sao Paulo, Brazil*

* Provided English to Brazilian Portuguese translations for a clothing website

**Apple February 2013 – April 2013**

*Contract Translator Sao Paulo, Brazil*

* Provided English to Brazilian Portuguese translations for Apple´s technical website

**HP Brasil Ltda December 2005 – June 2008**

*Bilingual Help Desk Agent Sao Paulo, Brazil*

* Provided desktop and mainframe technical support for General Motors employees from the United States, Brazil and India
* Diagnosed technical problems, managed dispatch requests, and escalated unresolved issues according to internal procedures
* Performed root-cause analysis and recommended corrective actions to promote operational stability and service excellence

**Other translations:** English to Brazilian Portuguese

* One Episode of “Dexter” (TV Series)
* One Episode of “Longmire” (TV Series)
* Digital Multi-cam Surveillance System Manual
* Panduit Catalogs

**Skills:**

* Native fluency in Brazilian Portuguese. Fluent in English.
* Strong fluency in reading, writing and speaking for English and Brazilian Portuguese
* Microsoft Office, Excel, Internet, e-mail support, HTML programming, DOS, and Windows 95/98/2000/XP/Win7/Win8