

PALENCIA CALDERON DULMAR

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Summary

Professional translator from ENG/FRE-SPA with 2 years of experience.

Areas of expertise: legal, financial, business and general translation.

A dedicated Entrepreneur accomplished in concept development, feasibility analysis and securing the funding necessary for successful business growth.

Skills

- Team leadership
- Extensive French, Spanish and English grammar knowledge.
- Client assessment and analysis.
- Culturally sensitive.
- Studied abroad in France.
- Self-motivated.
- Strong verbal communication.
- Fluent in Spanish, English and French.
- Conflict Resolution
- Staff supervision (from time to time)

Education

Modern Languages Professional and Translator: Languages, translation, entrepreneurship and business.
Universidad EAN - Bogota, Colombia 2015

Work History

Freelance Translator 02/2016 to Current

Freelance – Poitiers, France

- Translation of legal, financial, medical, business and general documents.
- Starting business as a micro entrepreneur.

Customer Service Representative 10/2015 to 02/2016

CLARO Colombia Telecomunicaciones – BOGOTA, COLOMBIA

- Worked directly with clients to satisfy their needs regarding telecommunications.
- Supported Chief Operating Officer with daily operational functions.
- Provided outstanding customer service.
- Accurately read, understood and carried out written instructions.
- Communicated operational issues and changes to supervisor on regular basis.
- Maintained positive relationships with all customers.

Customer Service Representative 03/2012 to 05/2013

Universidad EAN – Bogota, Colombia

- Universidad EAN Colombia Effectively managed a high volume of inbound and outbound customer calls.
- Addressed and resolved customer product complaints empathetically and professionally.
- Defused volatile customer situations calmly and courteously.
- Accurately documented, researched and resolved customer service issues.
- Managed high call volume with tact and professionalism.
- Acted professionally and patiently when addressing negative customer feedback.

CAT Tools

- SDL Trados
- memoQ
- Wordfast
- Google Translator Toolkit
- DéjàVu

MOTIVATIONS

Being a translator is so much more than a job for me: it is my passion. I have trained and studied extensively

to pursue this passion and feel like I have so much to offer to my clients. Beyond my enthusiasm and dedication, I also have a solid background in entrepreneurship.