**Diana Buela**

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**Professional Summary**

Highly motivated and skilled **English, Estonian and Russian** translator/interpreter who graciously handles and resolves challenging client issues.

Currently seeking a position with the opportunity for new challenges and professional development and advancement.

**Skills**

* Excellent phone etiquette Customer-focused
* Self-sufficient and confident Fluent in Russian, Estonian, English
* People-oriented Fast learner
* Social services knowledge Superior verbal and written communication skills
* Effective problem solver Exceptional attention to detail
* Analytical thinker

**Employment History**

***Transatlantic Translations Group*** August 2017 - present

*English-Estonian-Russian Telephone Interpreter, Translator and Voice- Over Recorder*

Assisting to solve medical, utility, insurance and filing complaints reports over the phone. *Translating and* recording voice over automated messages for Navex Global company.

***Day Translations Inc.***  August 2017- present

*English-Estonian-Russian Translator/Proofreader*

Translating and proofreading various documents, formatting them to the smallest detail, the same as the original documents.

***iTutor Group***  June 2017- present

*TESOL English Teacher*

Teaching English Online to the students from different age groups and levels. Sessions are 45 or 25 minutes long and include 1 to 1 or learning in a group setting.

***Jah-Jireh Care and Nursing Home*** April 2016-March 2017

*Various roles:* Housekeeping, laundry assistant, kitchen assistant etc.

***Coffee Sack*** January - April 2016

*Team Member* - Serving customers to the standard required. Assisting with the smooth running of the kitchen and other areas.

***Coffea Ltd*** Oct 2014-August 2015

*Team Member*- Providing friendly service to each customer. Placing and preparing food and beverages orders and served customers. Set up and shut down.

* Preparation and knowledge of espresso-based speciality coffee drinks
* Preparation and serving sandwiches, wraps and ciabattas.
* Familiar with all cash handling and credit card payment procedures
* Developed detailed procedures for cleaning coffee equipment
* Training new employees

***Lynn Recruitment*** February - June 2014

*Waitress -* Providing a warm welcome to customers and escorting them to their table. Receive food and drink orders and serve customers to the standard required. Understand menu content and keeping up to date with any menu changes. Looking after customers with special needs i. e dietary requirements, allergies,mobility etc.

***Carnany Ltd*** September - December 2013

*Counter Assistant* - Explaining menu options in order to help customers make a selection.

Creating sandwiches and wraps using precisely the right meats,cheeses,and vegetable toppings.

***Roy Papin Nettoyage, Net 44*** September 2011-July 2013

*Cleaner* - Responsible for mopping, sweeping, brushing & vacuuming. Cleaning offices, reception area and also washrooms and lavatories. Maintaining a safe and secure working environment.

***Herb Garden Cafe*** February 2010-August 2011

*Kitchen Assistant* - Assisting with the smooth running of the kitchen production areas. Washing dishes manually and also by using the dishwasher. Keeping the storerooms well stocked and organised at all times.

***Education***

***HIPAA Awareness for Business Associates*** July 19 2019

***Tesol (TEFL)***  June 2017

International Open Academy

***NCFE Level 2 in Mental Health Awareness***  June 2015

Welsh Government

***Elizabeth Arden Makeup Courses*** November 2006

***Keila Gymnasium- Estonia*** December 2003-June 2005

A-Levels