

Maiy Salem

TRANSLATOR & CONTENT WRITER

WORK EXPERIENCE

Content Administrator

Forlanso co. | jan 2022 - present

- ✦ Efficiently managed website content administration, handling a high volume of content requests and executing various website updates.
- ✦ Demonstrated exceptional time management, delivering timely updates while maintaining exemplary customer service standards.
- ✦ Successfully resolved content-related issues and implemented solutions to improve user experience, resulting in observable decrease in customer complaints.
- ✦ Established and managed customer service initiatives, highly resulted in customer satisfaction ratings improvement.

Website Manager & Virtual Assistant

Forlanso co. | jan 2021 - jan 2022

- ✦ Managed Forlanso website, ensuring seamless functionality and optimal performance.
- ✦ Developed, maintained, and updated website content, ensuring accuracy and relevance to target audience.
- ✦ Provided administrative support to clients remotely, demonstrating strong organizational and communication skills.
- ✦ Responded to emails promptly, maintaining a high level of client satisfaction and ensuring timely communication.



PROFILE

Experienced and dedicated Translator with 14 years of expertise in Interpretation. Specialized in delivering accurate and culturally sensitive translations.

Notable for managing projects involving multi-million-dollar contracts and collaborating with teams of up to 20 individuals.

Recognized for meticulous attention to detail, extensive research capabilities, and consistently meeting tight deadlines.

SKILLS

- Language Proficiency
- Translation
- Transcription
- Research Assistant
- Web Content Writer
- Content Management System
- Virtual Assistance
- Customer Service Specialist
- Data Entry Specialist



201001992100



maiysoona@gmail.com



Egypt, Cairo



<http://www.linkedin.com/in/mai-y-aly>

Customer Service & Technical Support

Forlanso co. | june 2020 - Jan 2021

✦ Founded and led the establishment of the customer service department for Forlanso CO., demonstrating leadership and initiative.

✦ Acted as the Website Manager Administrator, effectively overseeing website functionality and content management, showcasing strong decision-making and organizational skills.

✦ Demonstrated excellent problem-solving abilities, promptly identifying and resolving customer issues to ensure high levels of satisfaction and retention.

✦ Maintained strong interpersonal skills, fostering positive relationships with both customers and colleagues, and effectively communicating technical information.

Professional Translator & Article Writer

Khamsat | june 2010 - Present

✦ Attained exceptional success by consistently achieving top ratings through the delivery of hundreds of translation services across diverse domains including scientific, academic, legal, research, master's theses, and website content since 2010.

✦ Produced outstanding content for individuals, startups, organizations, and companies worldwide. Resulting in improving visibility and website traffic.

✦ Provided plagiarism-free content writing services, ensuring originality and authenticity in all delivered materials published over hundreds of blog posts and articles across various online platforms.

My Work Samples:

✓ <https://liira-sy.com/>

✓ <https://e-rada.net/>

✓ <https://www.forlanso.com/en/>

Translator & Article Writer

Upwork | june 2017 - Present

✦ Successfully captured the essence and intent behind words, fostering meaningful connections and ensured accurate and culturally sensitive translations across various subject matters, including scientific, academic, legal, and website content, resulting in high client satisfaction and repeat business.

✦ Delivered timely and high-quality translations and articles, consistently meeting deadlines.

✦ Collaborated effectively with clients to understand their specific needs and preferences, delivering customized translation solutions that met or exceeded expectations.

✦ Utilized advanced linguistic skills and cultural understanding, ensuring clear and accurate communication.

Upwork | june 2010 - June 2017

✦ Achieved a 98% accuracy rate in translation projects across various subject matters.

✦ Successfully completed over 20 data entry tasks with an average turnaround time of 24 hours, maintaining a high level of efficiency and accuracy while meeting tight deadlines.

EDUCATIONAL HISTORY

Cairo University, Faculty Of Arts

🎯 *Bachelor's Degree* | sep 2006 - june 2010

- 💡 GPA: Very Good
- English Translation

Sadat Academy For Management Sciences

🎯 *Bachelor's Degree* | sep 1997 - june 2001

- 💡 GPA: Good
- Computer Science