

# MAYOWA GLADYS OKERE

## TRANSLATOR/TRANSCRIBER

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### PROFESSIONAL SUMMARY

Highly resourceful, flexible, and enthusiastic translator with a solid academic background in Computer Science/Physics and proven record of excellence in implementing and optimizing functions to drive organizational growth. Adept at streamlining processes to maximize resource utilization and team productivity, ultimately ensuring excellence in service delivery and customer satisfaction. Proficient in maintaining standards of service and production within the language Industry. Eager to leverage a comprehensive skillset in contributing to organizational performance and the achievement of strategic professional and personal developments.

### AREA OF EXPERTISE

**Technical Skills:** Microsoft Office 365, Google Workspace, Slack, Video Conferencing Tools.

**Competencies:** Translating, Transcribing, Training and Development, Performance Management, Diversity and Inclusion, Organizational Development, Data Management, Research, Reading, Listening, Writing, Project Management.

### SOFT SKILLS

Effective Communication | Interpersonal Skills | Strategic Planning | Negotiation | Active Listening | Emotional Intelligence | Leadership | Flexibility | Time Management | Problem-Solving | Decision Making | Adaptability | Collaboration | Relationship Building | Networking | Cultural Sensitivity | Versatile.

### CAREER HISTORY

**Jan 2024 - Present** **Translator/Transcriptionist (Remote Volunteer) | Watchtower Organization**

- Provide accurate translation of source language texts to target language.
- Revise and Correct translated texts.
- Using online translation tools.
- Consulting experts.
- Reading or listening to given materials for translation.
- Researching technical or industry terminology.
- Ensuring client satisfaction by meeting deadlines.

**Dec 2016 – Present** **Managing Caterer | Mayo's Home Cooking Limited Lagos Nigeria**

- Led daily operations in the kitchen such as preparing and serving large amount of food to guests at events, overseeing both frontline and support staff, and consistently achieving exceptional customer satisfaction ratings.
- Creates mouthwatering menus.
- Working on a busy, fast paced, sometimes mobile environments to meet scheduled deadlines.

- Ensured a seamless onboarding process for new hires, contributing to a 20% increase in employee retention within the first 5 months of managing the restaurant.
- Trained, supervised, and scheduled staff to ensure a high level of productivity, leading to a 60% increase in daily sales.
- Cultivated a positive work environment by introducing a benefits package, including daily meals for employees, driving employee satisfaction, engagement and overall productivity.
- Guaranteed compliance with health and safety regulations within the hospitality industry, oversaw employee attendance, work schedules, breaks, overtime, and paid time off.

**Oct 2008 - May 2009    Front Desk Receptionist | Unileasing Ltd Lagos Nigeria**

- Answer phone calls.
- Manage mail.
- Perform administrative duties.
- Ensure cleanliness.
- Assist in maintaining security.
- Update calendars and schedule meetings.
- Manage finances.

**Sep 2005 - Apr 2008    Administrative Assistant | Fola Engineering Company Lagos Nigeria**

- Executed various general administrative duties, such as overseeing email correspondence, produce and distribute memos, letters, forms and managing phone calls.
- Ensured the organization and accuracy of information by consistently updating and managing databases, records, and files, both in electronic and hard copy formats.
- Fostered collaborative efforts across teams, facilitating seamless communication and efficient workflows, ultimately resulting in the creative department gaining an average of 12 extra hours per week.

**Sept 2003 - Dec 2003    Student Teacher (Teaching Practice) | Government Girls Secondary Abuja Nigeria**

- Planned and taught Integrated Science and Chemistry to SS1 students.
- Taught in part with an innovative, interdisciplinary team; teaching Computer Science
- Used instructional technology to enhance pedagogical technique.
- Served as Assistant House Master.

**COURSES & CERTIFICATIONS**

- In view (2024)    • **Translation in Practice | Nanjing University (Coursera)**
- In view (2024)    • **Machine Translation | Karlsruhe Institute of Technology (Coursera)**
- In view (2024)    • **Miracles of Human Language: An Introduction to Linguistic | Leiden University (Coursera)**
- In view (2024)    • **Principles and Practice of Computer-Aided Translation | Perking University (Coursera)**
- 2024                • **Working as a Freelance Translator | Training Express (Alison)**

**EDUCATION**

2004                Federal College of Education, Niger State | **National Certificate in Education Computer Science/Physics (N.C.E.)**

