



MIGUIL ALI SOUBANEH

INTERPRETER

12/2 Rue Raspail, 59800 Lille, Lille, 59800, Belgium

+33 7 6782 1535

miguilali@gmail.com

ABOUT ME

As a fervent professional boasting a wealth of experience in the realms of translation and interpretation, I am currently on the lookout for a remote role where I can play a pivotal part in advancing state-of-the-art AI technologies.

My enthusiasm for delving deeper into the intricacies of machine learning algorithms, natural language processing, and computer vision is matched only by my desire to employ these competencies within a vibrant and pioneering setting.

I am keen to leverage my background to make a significant impact in a forward-thinking company, driving innovation and excellence.

SKILLS

OPERATING SYSTEMS : XP, VISTA, NT4 , 2003/2008 SERVER, MAC OSX, IOS

CRM : OUTLOOK, MS EXCHANGE, LOTUS NOTES, SALESFORCE SFDC

PROG/DB : HTML5/CSS3 , BOOTSTRAP, JAVASCRIPT, JQUERY, PYTHON, MYSQL, PHP, LOCAL BY FLYWHEEL

CMS / SOCIAL MEDIA : WORDPRESS, TRELLO, SEMRUSH, GOOGLE ANALYTICS

CLOUD / DEVOPS : VMWARE, VSPHERE, AWS, AZURE, APACHE, NGINX, TOMCAT

TICKETING SYSTEMS : ZENDESK, JIRA, REMEDY

LINKS

LinkedIn: <https://www.linkedin.com/in/miguil-ali-soubaneh-7a038515/>

LANGUAGES

FRENCH

ENGLISH

SOMALI

REFERENCE

References available upon request

WORK EXPERIENCE

EUROPEAN UNION

ASYLUM AGENCY

Belgium
May 2023 - Present

Interpreter (English/Somali/French)

- Expertly facilitated communication in asylum and immigration interviews, ensuring clear understanding across English, Somali, and French languages.
- Conducted comprehensive admissibility, eligibility, and vulnerability assessments to support operational processes.
- Played a pivotal role in various registration and notification procedures, enhancing the efficiency of immigration services.

EUROPEAN ASYLUM SUPPORT OFFICE

Greece
Feb 2020 - Present

Cultural Mediator (English/Somali/French)

- Delivered expert interpretation services in English, Somali, and French for asylum, immigration interviews, and registration procedures, facilitating critical operational activities.

DESTINATIONCLIEN TS.FR

Lille
Sep 2019 - Present

Content Manager, SEO Strategist

- Spearheaded content creation for digital platforms, ensuring alignment with SEO best practices.
- Orchestrated editorial calendar and content prioritization to drive long-term strategic objectives.

AIRBNB | ACTICALL

Lille
Jul 2018 - Present

Customer Experience Specialist

- Efficiently managed customer inquiries through calls and emails utilizing Zendesk and Genesys platforms.
- Successfully resolved account setup and payment issues, enhancing customer satisfaction.
- Provided comprehensive information on Airbnb policies, ensuring clarity and compliance.

GOOGLE | ZEVAS

Dublin
Jan 2018 - Present

Digital Marketing Consultant

- Delivered compelling presentations on Google Digital Marketing Solutions to key prospects.
- Conducted thorough website analyses to evaluate compatibility with Google Advertising platforms.

AMAZON TRMS

Prague
Nov 2016 - Present

KYC Fraud Investigator Specialist

- Conducted meticulous evaluation of seller profiles and documentation to mitigate fraud risk.
- Employed advanced data analysis techniques to authenticate transaction validity.

CITRIX | ICON

Prague
May 2016 - Present

Business Development Representative

- Spearheaded the identification and qualification of lucrative business opportunities for Citrix.
- Expertly managed a robust sales pipeline, ensuring a steady stream of sales opportunities.

APPLE

Cork
Jun 2015 - Present

Tier 1 Support Advisor

- Delivered expert Tier 1 Technical Support for Apple iOS devices, ensuring customer satisfaction.
- Fostered robust customer relationships through attentive service and support.
- Recognized and escalated critical product or customer concerns to ensure swift resolution.

PAYPAL

Dundalk
Oct 2013 - Present

Fraud/Limitations Agent

- Expertly navigated customer inquiries, providing education on PayPal's suite of products and robust risk management policies.
- Conducted thorough investigations into account activities to resolve disputes, mitigate fraud incidents, and lift account limitations effectively.

AMAZON.COM

Cork
Oct 2009 - Present

Customer Service Associate

- Delivered exceptional customer support via phone and email, effectively resolving product inquiries and order complications.
- Handled customer inquiries via phone/email
- Resolved product/order issues efficiently
- Ensured client satisfaction and support
- Achieved swift resolution to service cases

VARIOUS COMPANIES (ACTICALL, TP, AJILON)

Lille
Jan 2006 - Present

Sales & Technical Support Roles

- Skillfully diagnosed and remediated ADSL line issues, guaranteeing peak connectivity and high customer satisfaction.
- Demonstrated proficiency in server environment management, ensuring sustained system reliability and peak performance.
- Streamlined support operations by efficiently creating and overseeing support tickets, enhancing resolution efficiency.
- Delivered outstanding customer support, resolving technical issues with utmost professionalism and deep technical acumen.
- Administered servers for peak performance
- Excelled in customer tech support

EDUCATION

26 ACADEMY

Mar 2021
2021

Digital Project Manager Course

WEBFORCE3 LILLE

Apr 2019
2019

Digital Specialist Course

AFPA

Aug 2012
2012

Cisco Certified Network Associate (ICDN2)

AFPA

Apr 2012
2012

Cisco Certified Entry Networking Technician (ICDN1)

SU/FCEP LILLE3

Jun 2004
2004

DAEU A