

PROFILE

A motivated and energetic business professional with over 12 years management experience in the finance and translation sectors; excellent leadership skills coupled with a strong drive to effectively execute initiatives at superior standards of excellence; a team player who develops collaborative relationships at all levels. Technology savvy; proficient in MS Word, Excel, PowerPoint, Visio, Internet and e-mail software. Fluent in English, French and Spanish.

SELECTED ACHIEVEMENTS

OPERATIONS

- Project management:
 - Managed multiple translation projects simultaneously – assessed projects, identified customer's needs, established priorities, negotiated and met deadlines, monitored project progress and strategy implementation, reallocated resources
- Streamlining and change management:
 - Reviewed and streamlined processes to increase customer satisfaction, documented procedures and processes, analyzed resource requirements, identified technological improvements.
 - To streamline the reporting process for four groups, suggested numerous improvements for day-to-day monitoring and overall tracking of projects and volumes that maximized efficiency.
 - Improved unit's efficiency by eliminating non-essential administrative tasks.
 - Negotiated processes with outsourcing firms.
 - Increased email server space for the team by suggesting and directing the implementation of storing only three months worth of incoming and outgoing requests and messages.
 - Established and managed the Resource Center of the School of Translation and Interpretation.
- Budgets:
 - Prepared budgets and forecasts, monitored expenses, prepared monthly budget reports, identified and implemented cost-saving opportunities.
 - Prepared special event budgets for workshops, seminars and special promotions.
- Communications - English, French and Spanish:
 - Communicated with nominees about documentation required for obtaining their RESP scholarships and informed contributory members about their agreements and options available upon maturity.
 - Reviewed documentation for the approval of RESP scholarships and communicated with universities and colleges regarding program requirements and student accomplishments.
 - Prepared documentation to be sent to contributory members and nominees.
 - Coordinated actions among litigation officers, lawyers, mortgagors and property management companies and maintained accounts payable and receivable. Prepared all material and documents needed by litigation officers and lawyers.
 - Promoted the company image by informing clients about the company's products and services.
 - Designed and produced presentations using MS PowerPoint.

PEOPLE MANAGEMENT

- Human resources management:
 - Managed up to 10 employees and ensured department operated effectively.
 - Successfully led the team through three major implementation projects that included procedural and organizational changes, while maintaining a high level of customer satisfaction and even boosting team morale by fully supporting them throughout the changes.
 - Recruited and hired staff for job openings, including four translators.
 - Dealt with several cases of misconduct, long-term disability, resignations and maternity leaves.
 - Reallocated staff to manage resources effectively.
- Training and teaching:
 - Trained direct reports regularly.
 - Trained French translators to accommodate volume increase in Spanish translations.
 - Taught the following courses in the School of Translation and Interpretation: English-Spanish Translation, French Text Comprehension, Consecutive and Simultaneous Interpretation and Computing Applied to Translation and acted as an Advisor for the Thesis Seminar.

TECHNOLOGY

- Special project - Windows 2000 upgrade: Actively participated in and supported the IBM image project aimed at upgrading the unit computers from Windows 95 to Windows 2000. Tested and provided detailed reports on eight consecutive computer images until implementation. Reallocated computer resources to improve efficiency.
- Assessment of software applications: Assessed Practicount and Anycount, OCR tools (OmniPage and ABBY Reader) and computer-aided translation (CAT) tools (translation memory and corpus-based software: Multitrans, Logiterm, Trados, SDLX, Déja Vu, etc.) vis-à-vis the unit's specific needs and, from my conclusions, advised Senior Management to purchase some of these applications.
- Technology-oriented and savvy: Kept abreast of technology innovations in general and more specifically in the translation field to assess software applications which improved efficiency.

TRANSLATIONS AND INTERPRETATIONS - English, French and Spanish

- Translation and revision
 - Translated in a variety of fields including legal, financial, technical, scientific, accounting, management.
 - Translated cable and fax messages and documentary credits on a rush-priority basis, foreign correspondence, legal documents, contracts, financial statements and other documents.
 - Revised, edited, proofread and performed quality control of translations.
 - As a French-Spanish certified translator, translated adoption papers and financial documentation.
- Special project: Managed the "ScotiaGlobe Manual" project that was left unattended for over 18 months. Reassessed the unfinished work and created a process to maintain the Spanish translation of the updates. Thoroughly established and documented complex translation procedures.
- Interpretation
 - Acted as in-house interpreter and assisted staff and clients on the telephone.
 - Acted as a consecutive, simultaneous, escort and court interpreter for conferences, seminars, workshops, meetings and adoption hearings.

PROFESSIONAL BACKGROUND

THE BANK OF NOVA SCOTIA (SCOTIABANK), <i>Manager</i> , Translation Services – Toronto	2002-2007
CANADIAN IMPERIAL BANK OF COMMERCE (CIBC), <i>Translator</i> , Translations Department	2001-2002
CANADIAN AMERICAN FINANCIAL CORPORATION - HERITAGE TRUST FOUNDATION, <i>Trilingual Scholarship Administrator</i>	2000-2001
TORONTO DOMINION BANK, MORTGAGE RECOVERY UNIT, <i>Bilingual Administrative Officer</i> (Contract)	2000
LINGUAE S. A. (Translation Company), Lima, Peru, <i>General Manager/Partner</i>	1994-1999
UNIVERSIDAD FEMENINA DEL SAGRADO CORAZÓN, Lima, Peru <i>Teacher</i> , School of Translation and Interpretation	1993-1999

EDUCATION

- Master in Translation - English and French, Glendon College, York University 2001
- Scholarship for continuing studies in France - French, Spanish and English, awarded by *Universidad Femenina del Sagrado Corazón* and *Université Catholique de l'Ouest*, Angers, France 1993
- Bachelor and Licentiate in Translation and Interpretation - Spanish, English and French, *Universidad Femenina del Sagrado Corazón*, Lima, Peru 1992

PROFESSIONAL AFFILIATIONS/CERTIFICATIONS

Member, Canadian Translators, Terminologists and Interpreters Council (CTTIC)
Certified Member, Association of Translators and Interpreters of Ontario (ATIO)
Certified Translator, Ministry of Foreign Affairs - Peru (1993-1999)

INTERESTS

International cuisine and traveling, cooking, languages, movies, volleyball