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## Translation Experience

10 years of experience in translation

### NCR (AT&T)

In-house translator at the Technical Department  
Translation of technical documentation

### Compta – Equipamentos e Serviços de Informática, S.A.

Translator at the Administration and Financial Departments  
Drafting of minutes of meetings; translation of computer-related technical manuals  
Planning and support to multilingual meetings

### UN Volunteers Program (unv.org)

Online English into Portuguese Translations

Translation of texts in the areas of computers, management, customer service and work safety, etc.

## Working Languages

**European Portuguese:** Native language

**English:** Lived, until age 10, in an English-speaking country, Zimbabwe  
Major in Chemistry (4th year) at a Canadian University  
*Certificate of Proficiency in English* – University of Michigan, 1994  
*Certificate of Proficiency in English* – University of Cambridge, 1999

## Education

**1999** York University, Toronto, Canada – Major: Chemistry (attendance until 4th year)  
**1986** High School Graduate, Braga, Portugal – Major: Natural Sciences

## Professional Training

**2002** Welcome Host Scheme, United Kingdom  
Training in *Customer Care*  
**1999** PMG, Lda., Portugal  
Training in *Conflict Management and Negotiation Techniques*  
**1996** TELECEL – Comunicações Móveis, S.A., Portugal  
Customer Service Training – Technical Specifications and Simulations

## Computer Education

**1996** Supporting Windows 95 – 200 hours  
**1995** Microsoft Excel 5.0 – 18 hours  
**1994** Microsoft Access 2.0 – 50 hours  
**1994** Microsoft Office Applications (Word, Excel, Access – 200 hours)  
**1995** Relational Database Management Systems – 1200 hours

## Professional Experience

<b>Private Tutoring</b> Portugal, 2003-2005	Business English
<b>Oniway Telecommunications</b> Portugal, 2002-2003	Administrative Assistant to the Knowledge Management Administrator
<b>Lakeside Classic Resort</b> Hayling Island, UK, 2002	Senior Front-Office Assistant and Administration Assistant
<b>English Opening School</b> Portugal, 2000-2001	Teacher – Language Workshops
<b>IEES – Instituto de Informática e Estatística para a Solidariedade</b> Portugal, 1999-2000	Training Officer - Pedagogical Professional Training in Human Resources Management for Social Workers
<b>Telecel, Comunicações Pessoais</b> Portugal, 1996-1998	Customer Service Call Center Supervisor

## Computer and Telecommunications Facilities

MS Windows XP  
DVD-ROM / CD RW  
MS Office 2000  
HP Scanner and Printer  
Broadband Internet