

# Pavel Stahl

English teacher, Translator, Customer service, Map analyst.

Email - paulstahl88@yahoo.com

Mobile - 07383099192

Address - 106 Rolls Crescent, Manchester, M15 5FP, UK



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## Summary

I am a passionate hard working Freelancer with a great past in customer service and teaching English. Originally from the Czech Republic where I learnt in depth customer service and what I need to do to make the customer happy by telephone and interactive chat with a smile. After all this I made the decision to discover the world, living in Scotland, USA and now for 4 years England which has improved my language skills and especially so with working in the restaurant industry, which also helped further improve my customer service to an even better level. I naturally have a flare for making customers smile and have long standing clients that return just for my service. During my time in Manchester, England I used to teach English to Czech children, part time for 2 years. Also work as a translator on a variety of projects Czech / English or English / Czech. Currently Im working as a map analyst for Lionbridge.

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## Experience

**Map Analyst / Lionbridge** (2019 January - Present)

Rating google map results and rating for Lionbridge. Remote part time job.

**Teaching English / Czech community in Manchester** (2017 January - 2019 January)

Mostly I was teaching Czech children (age 6-12) from beginners to intermediate level. They moved to England with parents and needed to improve their English skills as soon as possible for new school, friends, progression etc.

**Translator / ProZ.com** (2019 January - Present)

Translating projects Czech / English or English / Czech.

**Bar Tender / Supervisor - Dukes 92** (2015 - 2019)

Supervising/managing a team of about 6 people, ensuring all duties carried out and time managed well. Making phone party reservations for customers and coordinate them for their fully happiness. Serving the general public in one of the busiest bars in Manchester (especially in the summer) with ease and engagement.

**Cocktail Bartender - Briny Irish Bar - Miami Florida - (2013 - 2015)**

As this was in the USA, service is a huge part of the job criteria engaging well with customers with an extremely friendly positive attitude.

**Customer service - Ceska Pojistovna- Czech Republic (2010- 2013)**

Ceska Pojistovna is a most traditional and typical Czech insurance company. I was lucky to have spent three years in this great organisation. My responsibility was to deal with about a hundred queries about customers' insurance contracts and accidents every day and supporting foreign english telephone line at Czech republic.

**Customer service - Proveon- Czech Republic (2009- 2010)**

This was my first experience with customer service. My role as in active sales to customers about mobile phone plans, credit cards and other different things from the financial sector. This job taught me a lot for my future in the customer service industry.

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## Education

**Sps Breclav - Czech Republic - 2003 - 2007**

**Education Principal - IT**

**VUT Brno - Czech Republic - 2007 - 2011**

**University Bachelor - Robots and automatisaton**

**TEFL 120 certificate (160 hours in progress)**

**Languages - Fluent speaking, written and reading in Czech (native) , English and Slovakian. Passive Polish**

**IT skills - OsX, Windows, Microsoft office package, programming languages C++/C**

**Others - EU Driving license**