**ANNALISA GUGLIOTTA**

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## Translation | Transcription | Editing | Customer Service

# PERSONAL PROFILE

# A practical English and Italian language professional with over ten years of experience in translation, transcription, editing, and customer service roles. A native Italian speaker with an excellent command of the English language who always meets deadlines and consistently provides high-quality services to exceed customers' expectations and needs. Possesses outstanding communication, organisational, and time management skills and has experience liaising with people from diverse backgrounds.

# KEY SKILLS & COMPETENCIES

* Provides exceptional customer service both remotely and in person.
* Excellent communication skills, with the ability to effectively communicate with clients from diverse backgrounds.
* Translates, edits, transcribes, and provides subtitles for various media, including TV, social media, apps, games, and medical, technical, and financial documents.
* Outstanding verbal and written communication, proofreading, and editing skills.
* Proficient in multitasking and prioritizing tasks to ensure timely and efficient service delivery.
* Exemplary IT skills, including Microsoft Office Suite (Word, Excel, and Outlook).
* Excellent understanding and experience using CAT tools such as memoQ, MateCat, and SmartCat.

# PROFESSIONAL EXPERIENCE

**TraduzioneLibri / PAB Languages / OneForma / Mars Translation / CyrillicaSep 2016 – Present**

**Freelance Italian-English Translator / Transcriptionist / Editor**

Interpreting, translating, and transcribing between English and Italian, with expertise in machine translation post-editing to ensure accurate conveyance of messages and meaning between the two languages. Experience includes post-editing and translating subtitles for TV series, videos, social media, and games.

* + Diligently performs MTPE to correct errors such as mistranslations or omissions and make the terms and style consistent, demonstrating excellent proofreading and editing skills.
  + Accurately translates books, documents, apps, and websites to the highest standard, always retaining the source document's meaning and context.
  + Enhanced the user's experience by providing localised translations for games.
  + Adaptable at translating in various subjects including but not limited to marketing, legal, and financial, with a natural ability to quickly translate complex language and terminology.
  + Efficiently resolves issues independently and uses judgement and creativity to suggest the optimum resolution to problems as they occur.
  + Continuously strives to develop personally and professionally, always looking for ways to improve translations and methods of working.

**Intrinsic Financial Services (U.K.) Sep 2014 – Aug 2016**

**Data Migration Analyst / Customer Service Representative**

Oversaw the payment platform and performed extraction, data analysis, collation, and uploading to various payment systems. Provided excellent customer service through many channels, handling inquiries and system issues professionally.

* + Efficiently resolved any system issues and provided customer support.
  + Answered emails and calls, and updated customer records.
  + Successfully analysed financial spreadsheets, using the VLOOKUP function and various macros to review the data and quickly give a clear understanding of financials.
  + Significantly increased profits by 20% by identifying and correcting over 2,000 policies.
  + Correctly allocated all policy payments.
  + Consistently met deadlines and delivered work to a high standard.

**Wedding Bella Sicily (Italy) Apr 2013 – Aug 2014**

**Customer Service Representative / Translator**

Acted as a primary point of contact for all customer queries via e-mail and telephone, translating between English and Italian when required to organise weddings.

* + Accurately translated contracts, menus, events, and venue details for customers as required, ensuring they fully understood the service and available options.
  + Consistently delivered excellent customer service, ensuring customers were happy with their experience by going above and beyond and attending to their needs.
  + Diligently checked and organised customer requests, venues, and suppliers' details into the computerised system, ensuring details were easy to find, up to date, and correct.
  + Successfully transcribed telephone calls from English to Italian for the owner when necessary.
  + Effectively performed comprehensive web research for possible venues and suppliers, providing options that were within budget and met the business's requirements.

**Nationwide Building Society (U.K.) Sep 2008 – Mar 2013**

**Team Manager**Led a team and allocated work, acting as a focal point of contact for escalated queries when a staff member could not resolve a service-related issue and a higher degree of authority was required to manage expectations. Managed staff holidays, sicknesses, absences, and discipline per company procedures and protocols.

* + Effectively provided clear direction and motivation to meet all targets and KPIs, ensuring staff consistently achieved results and supporting team members who needed additional help.
  + Promoted a high-performance culture to deliver a best-in-class proposition for customer service.
  + Consistently drove improvement and shared best practices by chairing daily and weekly meetings.
  + Successfully coached and mentored staff to enable them to develop personally to their full potential.

# EDUCATION AND QUALIFICATIONS

**TEFL Certificate** – *TEFL Academy* **2020**

**Languages Diploma** – Liceo Linguistico Provinciale Palermo **1998**