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| **Jaclyn Marie McLoughlin****90A Martin Way****Morden****Surrey****SM4 4AG** |
| **Mobile**: 07825368186**Email:** jaclyn.mcloughlin@hotmail.co.uk | **Marital status**: Single**Nationality**: British**Date of birth**: 10th December 1986 |
| **Languages**:  | English (native)French and Italian (Very high level of spoken and written fluency)Spanish and Welsh (working) |  |

**Work Experience:**

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| **Project Manager and Translator Trainee, LTC Innovates, Kingston.**  |
| A translation project management internship in a dynamic company specialising in legal, technical and European Commission translations as well as software localisation.* Recruiting and contacting new and existing translators
* Proofreading
* Analysis of files using appropriate TM tools.
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Feb 2012-
Present

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| Dec 2010 – Aug 2011 | **Hôtesse de Billetterie, Eurodisney SCA** |
| A multilingual customer service role, duties included:* Guest entry and welcming hostess.
* Selling guests the tickets best suited to their stay.
* Assisting guests with a variety of queries.
* Being the first line of contact for guest complaints
* Resolving any guest complaints in a way to ensure complete guest satisfaction.
* Providing additional support to other departments of the theme parks during busy periods.
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| Sep 2006 – Jan 2007 | **Motor Claims Advisor , Uki partnerships** |
| Working as a full time claims advisor in a busy insurance call centre environment, following comprehensive customer care training. Main duties included: * Providing the best customer care to clients in line with the company policy.
* Dealing with customers who were often distressed in a calm and sensitive manner.
* Acting as first line contact for new claims, continuing claims and complaints.
* Meeting and maintaining targets and KPI’s
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| April 2006 –Aug 2007 | **Nu Bar, Leeds** |
| Working as a member of the bar staff in a busy nightclub in Leeds city centre. I was required to multitask in order to deal with all customers in a time-effective manner, in high-pressure conditions.  |
| Oct 2003 – Jan 2005 | **Marks and Spencer, Bridgend** |
| Working as a sales advisor in a busy and popular department store, my role was to deal with all aspects of customer service and store presentation following the correct procedures. The role also included stock replenishment, helping to assist with the supervision of new colleagues, till operation and dealing with complaints and refunds. |

**QUALIFICATIONS:**

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| 2011 - 2012 | **Currently studying towards an MA in Audiovisual Translation.** I am currently expected to graduate with distinction and am the student representative for the course. Modules include; Subtitling and Surtitling, Translation Theory and Practice, Translation Tools, Media Access: Audiodescription, Subtitling for the Deaf/Hard of Hearing and Respeaking. A dissertation will also be undertaken.  |
| 2010 | **BA Joint Honours in French and Italian** Modules included Translation both from and into French and Italian, European Cinema, European Literature and European Politics. In my final year, I worked on a dissertation based on the rise of exorcism in Italy. |

**EDUCATION:**

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| 2005 - 2010 | University of Leeds (including term abroad in France in 2nd year and 3rd year abroad at a University in Italy) |
| 1998 - 2005 | Archbishop McGrath RC School, Bridgend - 3 A Levels and 10 GCSEs grades A\*-B |

**COMPUTING / SOFTWARE SKILLS**:

* Good working knowledge of all programs in all recent versions of Microsoft Office.
* Proficient user of WinCaps v 3.2, Swift, Studio 2009, Studio 2011, MemoQ, WinAlign and Dragon Naturally Speaking v.10

**PROFESSIONAL DEVELOPMENT**

* Visit to Ireland to aid with opening of new Marks and Spencer store (2004)
* Subtitled documentary, 'Charles Dewint: La trahison de la main' for international film festivals. I received a credit as subtitler for this piece.

**HOBBIES:**

* Reading: I enjoy reading fiction in French, Italian and English.
* Cinema: I like watching all genres of films and have a keen interest in European cinema.
* Travel: I have travelled extensively in France and Italy, and to some areas of the US.

**References available upon request.**