

Name: Rickson Thiago da Cunha Lira
Origin/Status/Age: Brazilian, divorced, 40 years old

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Natal – RN

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EDUCATIONAL BACKGROUND

- Computer Technician at SENAC concluded in August 2022.
- Logistics Technician at SENAC concluded in November 2021.
- Graduate in Accounting at the Federal University of Rio Grande do Norte (UFRN) in 2007.
- Community College in Real Estate Agent at Cetrep-RN concluded in 2008.
- TEFL Certificate in English Teaching techniques as a foreign language (EFL English Teaching), total time 60 hours. International TEFL and TESOL Training.

PROFESSIONAL EXPERIENCE

- Private English teacher, freelancer translator, transcriber, interpreter, subtitler, and reviewer since 2010.

I have performed subtitling and translation for the Holy University from Orlando, FL, since august 2016 and I have done various other jobs alike, though in less formal environments, such as Martial Arts, Motivational Videos, Interviews, etc.

As a technical translator, I have done many jobs translating technical user manuals for WeLead Trans involving drones, medical equipment, house appliances, computer devices, smartphones, and others.

I have also worked for private clients, companies, and translation websites. Some of these sites are world-renowned, for example, Welead Translations, Appen Buttler Hill, Leapforce, Lionbridge, and others.

I have been recently developing subtitles both in English and Portuguese (BR) for Caption Media Group, which provides language services for HBO and Warner Media.

Language pairs: Eng-Por / Por-Eng

Currently, I am working as a translator/editor for Unbabel platform, helping them review, translate and edit AI-translated texts in Eng-Por/Por-Eng language pairs.

Since November 2023.

- Teleperformance – March 2023 – January 2024
Position: Bilingual Customer Service Agent and Backoffice
Main Tasks: Take calls from clients willing to book flight services in general, especially using miles. Trained at Amadeus, Crane, Zoom, Call Center, Adyen, Talk Desk. Backoffice support for a major European airline company, solving situations related to reservations, payments, mileage program, registration and others that were not dealt with first at the front line with the sales and customer service team.
- Blaze (Prolific Trade) – September 2022 – January 2023
Position: Customer Service Consultant
Main Tasks: Help clients coming from the game platform with doubts and issues related

to their bets, accounts, deposits, withdrawals, documents, etc.; check proof of payments, analyze the proper use of bonuses, verify documents against fraud, minor use, third-party-account use for deposits and withdrawals, among other matters. All these tasks are performed via chat on Zendesk, Staff88, Directa Merchants Support and Switch Payments platforms. All internal communication, information sharing, working schedules, news, and updates are performed via Slack, Discord, 8, Humanity, BambooHR, and Miro platforms.

- Homeland Language Services – January 2022 – April 2022

Position: Over the Phone Medical Interpreter

Main Tasks: Interpret conversations between English and Portuguese-speaking clients. Most of these conversations are related to medical issues. The intermediations are conducted via Proprio's Language platform, Homeland's taking-calls platform, and Skype for Business software.

- Teleperformance – September 2020 – December 2020

Position: Customer Service Specialist

Main Tasks: Work from home on a virtual computer for a company that provides private driving services. I was responsible for analyzing and verifying personal IDs, driver's licenses, and vehicle inspection papers, as well as government permits, tax invoices, criminal records, and tax clearance certificates regarding their relevance, validity, and qualification.

- CNA English School – February 2018 – February 2020

Position: English Teacher

Main Tasks: run English classes for students of all levels from basic to conversation. Develop and design lesson plans, activities, assessments, and tests.

- Influx English School – February 2019 – July 2019

Position: English Teacher

Main Tasks: run English classes for students of all levels from basic to conversation. Develop and design lesson plans, activities, assessments, and tests.

- Open Doors – February 2016 – August 2016

Position: English Teacher

Main Tasks: run English classes for students of all levels from basic to conversation. Develop and design lesson plans, activities, assessments, and tests.

- Simple Idioms – August 2015 – July 2016

Position: English Teacher

Main Tasks: run English classes for students of all levels from basic to conversation.

- Wise Up Natal – October 2010 – March 2015

Position: English Teacher

Main Tasks: run English classes for students of all levels from basic to conversation. Develop and design lesson plans, activities, assessments, and tests.

- CNA – Idioms – July 2013 – October 2013

Position: English Teacher

Main Tasks: run English classes for students of all levels from basic to conversation. Develop and design lesson plans, activities, assessments, and tests.

- Fisk Centro de Idiomas – March – July 2013

Position: English Teacher

Main Tasks: run English classes for students of all levels from basic to conversation. Develop and design lesson plans, activities, assessments, and tests.

- Sólida Imóveis – February - July 2010
Position: Real Estate Agent
Main Tasks: Intermediate selling and buying of real estate.
- International Viagens e Turismo – November - December 2009
Position: Operational Assistant
Main Tasks: Translating and intermediating negotiations between International Tours Company and international companies.
- Sólida Imóveis – October 2008 - June 2009
Position: Real Estate Agent
Main Tasks: Intermediate selling and buying of real estate.
- Caio Fernandes Negócios Imobiliários – October 2007 - September 2008
Position: Real Estate Agent
Main Tasks: Intermediate selling and buying of real estate.
- Secretaria de Saúde do RN (Health Department of RN – September 2005 - September 2007
Position: Intern in the financial area
Main tasks: Checking buying protocols and receipts, invoice issuing, and payment orders.
- Link Serviços Contábeis Ltda. - July 2005 - September 2005
Position: fiscal assistant
Main Activities: checking and registering receipt papers, calculating, and issuing tax reports.

QUALIFICATIONS AND PROFESSIONAL ACTIVITIES

- EF Set English Proficiency Test – Reading, writing and listening – C2 Proficiency – Score 79/100
- EF Set Speaking Test – C1 Proficiency – Score 22/30
- Approved in Parrot Language Assessment – Level 5
- Interpretation Course of Medical Interpreter Orientation & Compliance Training by Proprio.
- Introduction to Cyber Security course finished in July 2021 at SENAI (Industrial National Educational System)
- Human-Resources assistant course finished in July 2021 at SENAI (Industrial National Educational System)
- English – Fluent (British and American 1 year, finishing in May 2003; SENAC – advanced 6 months, finished in December 2008).
- Participation in the EINNE 2015 as an interpreter of English/Portuguese intermediating conversations and trading between sellers and a Canadian Buying Company. From 30/09/2015 to 02/10/2015.