**CAMELIA MARIA TODERAN**

Date of birth: 1982-11-06

Citizenship: Romanian

Tel: +406984904162

E-mail: [cami\_td@yahoo.com](mailto:cami_td@yahoo.com)

Current address : 19 Areos, Palaio Faliro

Athens, Greece

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**KEY SKILLS**

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| **Technical Skills**  * Language skills: * fluent in English, French and Spanish (oral and written) * Native language: Romanian * Basic knowledge of Greek * Translation skills: official translator Spanish/Romanian, French/Romanian * Computer skills: MFG/PRO (QAD), Ms Office (Word, Excel, PowerPoint), Microsoft Outlook, Internet | **Personal Skills**  * Effective interactive communication  Adaptability and flexibility  * Teamwork and cooperation * Problem solving * Client focus * Multitasking and ability to prioritize * Diplomacy |

**EDUCATION**

* + 2001-2005 Academy of Economic Studies (BSc International Economic Relations), English-Spanish Section, Bucharest, Romania - **Bachelor’s Degree in Economics**
  + 1997-2001 ‘Mihai Viteazul ‘National High School, Bucharest, Romania – **High School Degree**

**CERTIFICATES**

* + Diploma of Spanish as Foreign Language (DELE), advanced level, granted by the Ministry of Culture and Education, Madrid, Spain – 2003
  + Certificate of official Spanish translator (Spanish-Romanian / Romanian-Spanish), granted by the Ministry of Justice, Bucharest, Romania - 2003
* Certificate of official translator (French-Romanian), granted by the Ministry of Culture and Cults, Bucharest, Romania – 2004

**EMPLOYMENT**

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| **iTunes Advisor** |  |

**Teleperformance Hellas, Apple Department** <http://www.teleperformance.com/en.aspx>

Athens, Greece June 2012 – present

**Responsibilities**:

- Handle and respond in French and English to Apple end-users’ email requests related to all aspects of iTunes features/software, as well as billing and account related issues, and follow up until agreement has been gained with end-users on the problem resolution

- Comply with service standards agreed between Teleperformance Hellas and Apple Inc (Productivity: 7,5 emails per hour, Customer satisfaction survey : 90 % score on a monthly basis, Internal quality evaluation: 99% on a monthly basis)

**Additional**: Provide translation services for internal departments in English and French whenever required

**Key achievements:**

- 2014: The iTunes Department in Athens was ranked for 2 quarters in a row as the best iTunes department in the world, in terms of customer satisfaction

**Trainings:**

- 2015: “Here to Help” Training ( 3 days), developed by Apple and delivered to all Apple employees or contractors worldwide, focused on the improvement of the overall Apple customer support experience and surpassing customer expectations

- 2012: ‘iTunes Customer Support Training” (3 weeks), developed by Apple

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| **Apple iOS Technical Advisor** |  |

**Teleperformance Hellas, Apple Department**  <http://www.teleperformance.com/en.aspx>

Athens, Greece September 2011-June 2012

**Responsibilities**:

- Handle and respond in French and English to Apple end-users’ phone calls related to all aspects of Apple mobile devices features/software/technical issues and schedule repairs/replacements whenever needed

- Comply with service standards agreed between Teleperformance Hellas and Apple Inc (Productivity: 7 minutes average handling time per call, Customer satisfaction survey : 90 % score on a monthly basis, Internal quality evaluation: 99% on a monthly basis)

**Trainings:**

**-** 2011: “AppleCare iOS Technical Support Training” (3 weeks), developed by Apple

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| **Consular Assistant / Receptionist** |  |

**Embassy of Canada in Romania** [www.romania.international.gc.ca](http://www.examplelink.co.uk)

Bucharest, Romania July 2007 -September 2011

**Responsibilities**:

- Provide passport services to Canadian citizens in Romania, Bulgaria and Moldova

- Assist the Consular officer in providing consular services and information in English, French and Romanian to Canadian citizens in Romania, Bulgaria and Moldova, under the direct supervision of the Vice Consul and Consul

- Draft consular letters and office translations

- Maintain financial records of consular fees and deposit them to the accounting department

- Provide general information to visitors and respond to general enquiries on Canada

**Key achievements:**

**-** Nominated for outstanding consular service in the client worldwide feed-back report for the 3rd quarter 2009/2010 among other 10 consular representatives

- Low average passport processing time (6 working days , while standard processing time was 15 working days)

**Trainings:**

**-** Sep 2010 – April 2011 French training course (advanced level) organized at the Canadian Embassy in Bucharest, Romania in cooperation with the French Institute in Bucharest

**-** 2010: “Consular Specialist Training” (2 weeks), organized in Ottawa by the Department of Foreign Affairs Canada

- 2008: “Passports for Foreign Operations Course”, developed by Passport Canada

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| **Indigo Dispatch Coordinator (France and EMEA)** |  |

**Hewlett Packard BPO Romania** http://www8.hp.com/ro/ro/home.html

Bucharest, Romania July 2006 – July 2007

**Responsibilities**:

- Provide phone support in French to HP end-users seeking on site technical assistance

- Liaise with 15 field engineers located in France and schedule on site visits on a daily basis, while keeping end-users informed at all times

- Ensure parts dispatch & engineer estimated time of arrival meets HP's contractual support obligations with the customer

- Communicate with logistics, coordinate shipments, identify if a part is in stock to replace a faulty part identified by an engineer, keep clients informed at all times

- Monitor queue of service request tasks to ensure all open tasks are being managed in a contractual timely manner and act as an escalation point for issues related to late engineer visits, missing parts, late parts arrival

**Key achievements:**

- Excellent feed-back from both customers, and field engineers

**Trainings:**

**-** 2006 : Several trainings delivered by Hewlett Packard Romania (“Effective Communication”, “Customer Awareness”, “Project Management”, “Change Management”, “Conflict Management”)

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| **Freelance Translator** |  |

-2006- present: Collaborated with several translations agencies in Bucharest, Romania and Athens, Greece, as freelance translator (English-> French, French -> English, Spanish -> Romanian, Romanian -> Spanish)

**REFERENCES**

I am able to provide at all times references from the aforementioned employers.