**CLAUDIA CAMELIA BUTA**

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**Profile**

I am an organized, motivated and confident person, with 8 years’ experience in Customer Care, Translations, Patients Care and working with adults or children. I communicate effectively at all levels, and always use initiative to meet the highest standards. I am keen to learn new things, and I’m always seeking new challenges to progress career.

**Achievements**

* 6 years’ experience in English, Romanian, French Translations, collaborating with hospitals, police departments, high court, national and international companies.
* Reaching a good level of Italian and Spanish, by learning on my own.
* Good communication experience gained in the Customer Care roles.

**Experience**

**ST. James Medical Centre Receptionist (part-time job) 03.09.2014-present**

* giving all required information to the patients
* booking appointments for the patients
* record documents into the data base
* answering phone calls or giving front desk information
* maintaining a good contact with the team and the patient

**Self – employed Certified English and French Translator 2008 – 2014**

* Written text translation from one language to another, ensuring correct transposition of the text and terminology, developing methods to use computers and other tools to increase productivity
* improve the quality of translations, interpreting texts and direct insurance

of translation at conferences, debates or other meetings, conserving the real meaning of the language of origin.

* Issuing invoices and receipts.

Collaboration with Translation Offices - Bucharest, Romania, Notary Offices, Grupo Antolin CML, France, Hutten Group Company, Nicodor Trans, HLV Exploatare, Sibiu, Transilvania Bank, County Clinical Hospital of Sibiu, High Court of Sibiu, Romania, various natural persons.

**Amcart SRL Assistant Manager 2007 – 2012**

* Coordination of business contacts, correspondence with business partners of the company
* Interpersonal communication with people involved in the performance of contracts, management of information obtained in its own activities and subordinate staff
* documentation management
* staff's work plan, making decisions concerning the staff's activity and reporting the own activity and the staff's to the management department

**UPC Broadband Europe Customer Advisor 2006 - 2007**

* Presenting and selling UPC services and products, registration of all requests from customers
* recording and forwarding of requests for services (installation, disconnection, reconnection, service changes) and technical assistance in the Customer Care Department, ensuring that requests are resolved,
* collecting payments from customers and properly record them into the database, providing
* printing and filing of invoices and receipts

**Education and Training**

**Translator – Interpreter for English and French, BA 2005**

“Lucian Blaga” University of Sibiu, Faculty of Letters and Arts, Romania

**Communication Course – UPC Broadband Europe 2006**

**Pharmacy Dispenser (3 years’ course) 2014**

“Dimitrie Cantemir” Pharmacy Dispenser College, Romania

**Commercial Advisor 2004**

High School of Economics, Romania

**Astra Film – Translation of Films and Documentaries 2004**

**Spoken languages: English, Romania, French, Italian, Spanish**

**Interests:**

Reading, Sports – running, swimming, generally keeping fit.

**References:**

* Available on request