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| Personal information |  |

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| SURNAME(s), First name(s)  | TERA Elena Dorina |
| Address(es) | 41, Eroilor, 555200, Avrig, Romania  |
| Nationality | Romanian |
| Date of birth | 12/09/1982 |
| Gender |  | Female |  |  |

**PROFESSIONAL EXPERIENCE**

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| Dates (from – to) | August 2008 –April 2017  |
| Occupation or position held | **Translator and reviser English/French/German for European Commission and European Parliament** |
| Main activities and responsibilities | * Translations and revisions of technical regulations for the European Commission: **DG GROWTH** (legal and technical texts, directives and regulations from English and French to Romanian)
* Translations and revisions for the European Commission: Directorate General for Translations and Directorate General for Communications Networks, Content & Technology (legal texts from all the departments and services of the European Comission, e.g. **ECFIN, RTD, EAC, MOVE, TRADE** etc.)
* Translations for the **European Parliament** (petitions, amendments, reports), Court of Justice, Court of Auditors etc.
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| Name and address of employer | S.C. Amplexor Services SRL |
| Type of business or sector | Translation and localization |
| Dates (from – to) | August 2008 onwards |
| Occupation or position held | Translator and reviser English/French/German for European Commission and European Parliament |
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| Dates (from – to) | September 2007-January 2009 |
| Occupation or position heldMain activities and responsibilities | **Financial consultant** , Life Insurance and Investments FundsMarket prospecting and customer identificationContacting and meeting customers (natural and legal persons)Customers’ needs identification and financial drafting scenariosConcluding contracts and further customer assistanceManaging the customer portfolio |
| Name and address of employer | NN Life Insurance, (former ING) |
| Type of business or sector | Life Insurance |

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| Dates (from – to) | **December 2009 onwards** |
| Occupation or position held | **Self employed at PFA Tera Elena Dorina** |
| Main activities and responsibilities | Sworn translations and revisions from English and French to Romanian of documents from a wide range of fields of activity: legal texts, contracts, medical texts, trade and finance, certificates, diplomas etc.Public procurement and auctions for European Union funded projects: Renergy, Cultour |
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| Name and address of employer | Self-employed |
| Type of business or sector | Translation and localization |

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| Dates (from – to) | July 2005-March 2008 |
| Occupation or position held | **Team leader IT and Telecommunication Customer Care Department** |
| Main activities and responsibilities | Coordination of a customer care team in the field of IT and Telecommunications |
|  | * Activity planning, analysis of training needs, planning of working shifts (day/night shifts) etc.
* Planning and performing recruitment and selection interviews
* Implementation of procedures including the development of the complete training documentation and of a troubleshooting technical textbook, delivery of technical trainings, the elaboration of a complete and accurate procedure for customer care department
* Activities related to supervision, control and evaluation of my team's activity, coaching and follow up
* Weekly meetings with my employees, CEO, top management team, tele-conferences with sales representatives from abroad etc.
* Permanent contact with the wholesale customers, sales representatives and resellers etc.
* Making sure the technical infrastructure is working properly
* Maintaining the profit margin (by spotting the routes and providers that generated high costs)
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| Name and address of employer | Mox Telecomm A.G. |
| Type of business or sector | Telecommunications  |
| Education and training |  |

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| --- | --- |
| Dates  | 2006-2008 |
| Title of qualification awarded & date | **Master Degree** in Management and Marketing |
| Principal subjects / occupational skills covered | Strategies and policies of business management and marketing |
| Name and type of organisation providing education and training + locality or country | Lucian Blaga University in Sibiu, The Department of Economic Sciences |
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| Dates  | 2001-2005 |
| Title of qualification awarded & date | **Bachelor’s Degree** |
| Principal subjects / occupational skills covered | English and French literature |
| Name and type of organisation providing education and training + locality or country | Lucian Blaga University in Sibiu, The Department of Arts and Literature |
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| Personal skills and competences |  |

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| Mother tongue(s) | Romanian |
| Other language(s) |  |
|  |  | understanding | speaking | writing |
|  |  | Listening | Reading | Spoken interaction | Spoken production |  |
| English |  | C2 | C2 | C2 | C2 | C2 |
| French |  | C2 | C1 | C2 | C1 | C2 |
| German |  | B1 | B1 | B1 | B1 | A1 |
| Spanish |  | B1 | B1 | A1 | A1 | A1 |
|  |  |  |
|  | Levels: A1/2: Basic user - B1/2: Independent user - C1/2 Proficient user(\*) Common European Framework of Reference for Languages |

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| Computer skills and competences | Microsoft Office (Word, Excel, Power Point), Telco software and platforms, trouble ticketing systems, SAP, Intranet tools, HR and payroll specific tools (SAP, SuccessFactors, Cloud Pay, ILearn etc.) |

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| CAT knowledge | Trados 2007, Studio 2011, Studio 2014, Xbench, Memsource |

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| Additional information | * Management and entrepreneurship certificate (granted by APFR Timisoara)
* Translator and interpreter certificate and authorization (granted by Ministry of Justice)
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| Annexes | * Bachelor’s degree
* Master degree
* Translator and interpreter certificate and authorization
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