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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. |
| 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 held  Main activities and responsibilities | **Financial consultant** , Life Insurance and Investments Funds  Market prospecting and customer identification  Contacting and meeting customers (natural and legal persons)  Customers’ needs identification and financial drafting scenarios  Concluding contracts and further customer assistance  Managing 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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