***Personal Details:***

Name: Hala Ahmed Mohammed Fawzy Nasouh

Home address: Asmarat City, Mokattam, Egypt

Mobile Number:01227509193

 Email Address: Hala.anasouh@gmail.com

***Educational Background:***

***Faculty of Languages (Alsun), Ain Shams University (2007/2008 - 2010/2011)***

**Major:** English

 **Second Language:** Italian
 **Grade:** Good

 **Graduation Project:**

 "***The Post-colonial theory in the eyes of Mimic Men "***

 **Graduation Project Grade:** Good

***Courses:***

* ***EDU-Egypt program (Ain Shams University):***
* English language conversation course from Berlitz Language Institute (3 levels*)*
* Infosys’ Edu-BPO Skills Certification including Analytical Skills, Presentation Skills, Technical Skills and Customer Service Training.

***Key Skills:***

* ***Language skills:***
* Arabic: Mother tongue
* English: Very good
* Italian: Fair
* ***Technical Skills:***
* Microsoft Office (Word, Excel & Outlook)
* ***Soft Skills:***
* Hard worker with ability to work under pressure.
* Quick learner with an open minded personality to accept new ideas.
* Sociable character with excellent communication skills.
* Flexible with working individually or as a part of a team according to the job requirements.

*Employment History:*

**1- Translation Field:**

**Freelance English-Arabic Translator at *Nour Translation and Lingual Services*** *(*August 2012- September 2013*)*

Responsibilities:

* Translate all types of documents from English into Arabic and vice versa, specifically newspapers, educational and political contexts.
* Meet the deadline set by the client.

**In-House English-Arabic Translator at EgyMark for Translation Services**

(July 2016 – Present)

Responsibilities:

* Translate texts that cover a wide range of subjects from English into Arabic and vice versa; general, legal, political, medical, literary and financial translation.
* Make sure that the target text conveys the intended meaning in the source text.
* Use the suitable terminology that complies with the domain of the text and the target audience.
* Ensure terminology consistency throughout the text.
* Ensure that the target text is free from grammatical and spelling mistakes.

**Translation Certificates and CAT Tools:**

* Foundation certificate in written translation (FCWT) from AUC.
* The professional diploma in Media and Literary Translation from AUC (Including Newspaper, Literary Translation and Subtitling)
* Translate documents via Trados 2014.

**Portfolio:**

Commercial Register, Tax Cards, Medical Reports, Birth and Marriage Certificate, ISO Certificates, C.V., Contracts, Websites, Application, Email Communication, Manuals, Brochure, Newspaper Articles, Political, Economical, Literary and general texts, etc..

***Samples from previous translated works could be sent upon request.***

**2- Customer Service Field:**

Customer Service Agent at Raya Contact Centre (UAE offshore account), Maadi (October 2011 – February 2014)

Responsibilities:

* Receiving calls from more than 500 different customers per day and reply to their inquiries about directory service in UAE.
* Handling customer complaints regarding the service in a professional manner.
* Supporting training department through guiding trainees to provide the customers with the correct requested number.

***3-Publishing Field:***

**Editorial department at Hindawi Publishing Corporation in the following positions:**

***In-House Screening Specialist*** *(February 2014 – July 2015)*

Responsibilities:

* Checking carefully any submitted manuscript to Hindawi's online system to make sure that it doesn’t violate any of the publication ethics.
* Using the internet to detect any plagiarism case or similarity concerns with another published articles that may lead to rejecting the current submitted manuscript.
* Taking the proper action regarding the manuscript whether to reject it immediately or to approve its initial screening in order to start its review.

*In-House Screening Co-Trainer: (October- 2014 – January 2015)*

Responsibilities:

* Provide general introduction to the trainees about the organization and its website, the publishing industry, and the review process to have an overview about Hindawi’s publishing process.
* Guide trainees through their training period by teaching them the required specification of the job, providing them with the in-depth training materials and making sure they understand it by heart.
* Conduct individual meetings with the trainees on regular basis to provide them with feedback regarding their performance, and to guide them on how to overcome any problem related to their work performance

***Editorial Quality Assurance Specialist*** *(July 2015-July 2016****)***

Responsibilities:

* Check the overall review process for the accepted manuscript at Hindawi to insure that the accepted article has gone through an unbiased review process.
* Review the accepted manuscripts screened by the In-House Screening Specialists ensure that they meet organizational standards and to identify the non-detected concerns by the In-House team such as plagiarism, misconduct and citation manipulations.
* Monitor the performance of Editorial Assistant Staff to make sure that they have communicated correctly all the issues raised from our In-House team to academic editors and authors.