|  |
| --- |
| Drystones, Slipperlow Lane, Taddington, Derbyshire, SK17 9TP |
| Melandra A Smith ACIM |
| Objective |
| Cloud-based freelance proofreader and copywriter in UK English. Project Manager. Specialises in SEO-targeted creative website content and has a strong marketing background. Versatile, flexible and conscientious. Attention to detail as standard. Comfortable with deadlines and working to client instructions.  |
| Experience |
| 22/06/09-2012 | Technical Translations From Centuries Limited | Longnor, Staffs |
| Senior Project Manager, Proofreader and Copywriter* Worked on much of the company’s website content, generating original copy and rewriting relevant and interesting news articles
* Helped increase search engine visibility considerably with a creative campaign of SEO optimised press room articles
* Managed the translation department, responsible for other staff and freelancers
* Responsible for English proofreading on a wide variety of subject matter
* Managed CRM campaign, liaising with clients on projects, troubleshooting and making site visits
* Generated new business/cross-selling translation services and attending external networking meetings and events
 |
|  |
| 06/12/06 – 22/06/09 | Derwent International Communications Limited | Bakewell, Derbys |
| Creative Marketing Copywriter and ProofreaderInterpreting and Project Manager* Managed the interpreting department, ensuring that interpreters were punctual and performed to pre-agreed guidelines
* Project managed translations/interpreters for clients like Paragon Law, Motorola, IHS Janes, Chemring Defence, the Immigration Advisory Service and Toyota Derby
* Increased revenue for the interpreting department by applying an effective cross-selling and up-selling strategy
* Overhauled the company website and marketing material to eradicate errors and ensure the consistency and clarity of the brand
* Responsible for proofreading English creative and technical content, website and marketing material
 |
|  |
| 2002-6 | Websters Solicitors | Bakewell, Derbys |
| Paralegal* Attended to all the admin pertaining to the handling of PI (mainly motor) cases pre Court; taking instructions from clients, LOC, dealing with third parties, obtaining medical records and arranging appointments, chasing offers, valuing claims with assistance, preparing schedules of special damages and documents for Issue etc., under supervision. Audio typing. Latterly also P.A. to Litigation Manager.
* Customer care/call handling/proofreading company marketing material, etc.
 |
|  |
| 1999-2002 | Customer Satisfaction UK | Buxton, Derbys |
| Telephonist* Conducted worldwide IT and telecoms B2B customer satisfaction questionnaires over the telephone, on behalf of multinational clients (such as BT and Marconi), communicating at all levels of the respondent organisations (from CEO etc., to consumer
* Data entry/typing/proofreading (English)

  |
| Education (Home-educated to A-level in key curriculum subjects) |
| 2002-4 | Chartered Institute of Marketing | Stoke on Trent |
| CIM Professional Certificate in MarketingCIM Professional Diploma in Marketing* Affiliate member of the Chartered Institute of Marketing.
 |
| 1990-2 |
| JLPT Level 3 Japanese (SOAS)JLPT Level 4 Japanese (SOAS)* Won study tour of Japan with the Japan Foundation, September 1992, representing the UK.
 |
| Excellent references are available upon request. |