**Nelia Chmilenko**

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**INTERPRETER AND TRANSLATOR**

Qualified professional community interpreter and translator with excellent communication and interpersonal skills.

**HIGHLIGHTS OF QUALICATIONS**

* CILISAT and CISOC Certified Interpreter and Translator with two years of experience in translation and interpretation
* Fluent in English, Russian and Ukrainian languages
* Serve as conduit, clarifier and cultural broker in a sensitive and compassionate manner
* Commitment to the Code of Ethics in all aspects of professional life.
* Enthusiastic about learning new skills; able to adopt and implement changes in processes and procedures positively and reliably
* Microsoft Office Suite ~ Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Outlook and Web Design Tools

***Interpretation and translation***

* Translated textual content for website (including feature articles, advertising copy, database content, links, FAQs, etc.) from English into Russian for the new website
* Provided social and medical interpretation services for clients at schools, at clinics and at the organizations for immigrants
* Assisted clients in completing required medical forms, program eligibility forms and applications for different social services
* Provided sight medical translations
* Promoted professional interpreting standards adhering to the Interpreting Code of Ethics

***Business Analysis***

* Worked collaboratively with legal, marketing and technical department to contribute to all phases of campaign management
* Gathered requirements from end users, customers, marketing, etc., and made analysis, developed detailed business and functional requirements
* Compiled, analyzed the traffic and web site users behavior and complied weekly reports
* Increased customers satisfaction level from 89 to 93% by improving a variety of company internal processes and procedures
* Analyzed customer requests and Customer Service Center inquiries for the purpose of ensuring quality customer service
* Developed web forms, made the web functional testing to and proposed the varieties of improvements.

***Communications***

* Recommended improvements to processes and procedures to improve overall performance, results and customer experience.
* Prepared internal communications including announcements, description for internal web site, presentations, technical documentation, sales support, etc as needed.
* Provided informational support of marketing products and activities for more than 500 Call-Centre and regional Front-Office employees.
* Designed call center scripting.
* Elaborated and described the new customer service processes

**PROFESSIONAL EXPERIENCE**

**Certified Freelance Interpreter 2015-up to date**

Calgary, AB, Canada

**Translator/ Web Content Coordinator** 2011 – 2012 [Bourgault Industries Ltd.](http://www.linkedin.com/company/bourgault-industries-ltd.?trk=ppro_cprof) (Agricultural Equipment Manufacturer) St.Brieux, SK, Canada

**Manager of Customer Service Process Management Unit** 2009 – 2011LTD “ASTELIT” (Telecommunications Company) Kiev, Ukraine

**Process Management Analyst** 2006 – 2009LTD “ASTELIT” (Telecommunications Company) Kiev, Ukraine

**Call-Center Project Manager** 2005 - 2006LTD “Contactis” (Outsourcing Call-centre) Kiev, Ukraine

**FORMAL EDUCATION**

**Master of Computer Science** 2005

National Technical University of Ukraine "Kiev Polytechnic Institute" Kiev, Ukraine  
**Electrical Engineering Specialist** 2005

National Technical University of Ukraine "Kiev Polytechnic Institute" Kiev, Ukraine  
**Bachelor of Electrical Engineering** 2004  
National Technical University of Ukraine "Kiev Polytechnic Institute" Kiev, Ukraine

**Community Interpreter and Translator** 2015

Calgary Immigrant Women Association (CIWA) Calgary, AB

**Language Instruction for Newcomers to Canada (LINC)** 2013

Chinook Learning Services Calgary, AB

[**People Management Training Course for New Managers**](http://www.spearhead-training.co.uk/management/people-management-training-course-for-new-managers-ic.php) 2009  
 Kiev, Ukraine  
**Personal Efficiency Training** 2008  
 Kiev, Ukraine

**Effective Communication Training** 2007  
 Kiev, Ukraine

**Assertive Communication Training** 2006  
 Kiev, Ukraine

**Emotional Intelligence Training** 2006  
 Kiev, Ukraine

[**Tele-Marketing Training**](http://www.spearhead-training.co.uk/sales/telemarketing-training.php)**,** [**Telesales Training Course**](http://www.spearhead-training.co.uk/sales/telesales-training-course-ic.php) 2006

Kiev, Ukraine