



SALEH SAEED

INTERPRETER / TRANSLATOR CUSTOMER SERVICES

Profile

Dedicated and skilled interpreter and translator proficient in Four languages: Urdu, English, Punjab, and Hindi. Extensive experience in facilitating effective communication across diverse linguistic and cultural backgrounds. Demonstrated expertise in accurately conveying complex technical information between parties. Additionally, I deal with translation and interpretation services for a wide range of clients and groups as well with quite average rates.

EDUCATION

Structure & Civil Engineering (Life-Long Learning program)

CZECH TECHNICAL UNIVERSITY, PRAGUE | 2018 - 2021

Civil and Environmental Engineering (Bachelor Studies)

University of Nicosia, CYPRUS | 2015 - 2017

Experience

Freelance Translator

Andiamo! Language Services Ltd | July 2024 - Present, Leeds, UK
Translation Services for Urdu, Punjabi and English Languages.

Professional Interpreter and Translator

Freelancer at Magnon Sancus | July 2023 - Present, Noida, India

- Deliver precise multilingual translations, boosting communication and client satisfaction.
- Apply cultural insights for accurate translations, achieving a 98% client approval rate.
- Lead translator collaboration, enhancing accuracy by 20% and meeting tight deadlines

Advanced Technical Support Specialist

AT&T | April 2022 - May 2023, BRNO, Czech Republic

- Communicated complex technical solutions to US customers through various channels, including phone, email, and chat.
- Resolved technical issues, built strong relationships, and created reports, cutting resolution time by 20%.
- Enhanced support center performance by 10% and operational efficiency by 25% through process improvements.

Professional Interpreter/Translator

Fancy Translations | April, 2018 - March, 2022, Remote Work

- Proficiency in multiple languages guarantees precise and efficient interpretation and translation services.
- Expertise in developing relationships with clients, colleagues, and partners, fostering trust and mutual understanding.
- Extensive knowledge of cultural nuances ensures culturally appropriate translations and interpretations.

Achievements

Best Translator Award

Received multiple "Translator of the Year" and "Best Translator" certificates.



Among Best Employees

Ranked 2nd among thousands from 5 EMEA centers at AT&T, 2023.



Advance Services Team

Promoted to the expert-level urgent translation team within 5 months.



Best Adherence

Among Top 5 Translators in my teams, awarded for best adherence.



Software Skills

Microsoft 365



ChatGPT & AI



DeepL



Smartcat



Wordfast



MemoQ / SDL



MateCat



Memsourse



XTM Cloud



Contact

🏠 Brno, Czech Republic (EU)

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Languages

ENGLISH (Advanced)

URDU	★ ★ ★ ★ ★
Punjabi	★ ★ ★ ★ ★
Hindi	★ ★ ★ ★ ★
Czech/Greek	★ ★ ★ ★ ★

Hobbies

Skills Development

♥ Cooking, Gardening,
Reading, Cricket,
Research Articles,
Chess, Photography

References

Evans Kwame Adjei

, Manager AT&T Customer
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Matilda Lailey

, Vendor Controller, Andiamo!
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Interpersonal

- Weekends, holidays and Night shifts availability
- Diversity & Accountability
- Customer Focus & Innovative Thinking
- Handling emergency tasks with tight deadlines
- Relocation/ local & International Travel
- Fluent English "C1" CEFR (Written and Verbal)
- Change Agility & Business Acumen
- International Driving License
- Team Player

Skills

- **Customer-oriented** strong **problem-solving** abilities to resolve escalated and complex technical issues.
- Strong manual **troubleshooting skills** for on-site software and hardware issues by working in a **fast-paced environment**.
- Excellent **communication & Analytical skills** for effectively conveying complex technical solutions to customers.
- Ability to **analyze and evaluate data** to identify and resolve a diverse range of complex problems by using CAP & CRM.
- **Can-do Proactive approach** and full flexibility to work on assigned shift patterns, including occasional night shifts.
- Good **communication skills** to interact with landlords, suppliers, and colleagues through email and phone.
- **Multitasking & Teamwork** abilities.
- **Positive attitude** and **teamwork** skills to coordinate and tailor solutions by paying **attention to details**.
- **Quick adaptation to new technologies** and willingness to improve skills in tools like Memsorce, MateCat, MemoQ, etc.
- Strong **interpersonal skills** to build relationships with business leaders, technology partners, and support technicians.
- Keen understanding of **business dynamics and drivers**.
- Ability to **work efficiently** in an international team and **diverse cultural environments** along with **time management**.

Translation Rates

For Translation Services

Urdu ----> English		English ----> Urdu	0.08 USD / word
Punjabi ----> English		English ----> Punjabi	0.08 USD / word
Urdu ----> Punjabi		Punjabi ----> Urdu	0.08 USD / word

For Interpretation Services | Video | Call | Live | Voice-Over

Urdu ----> English		English ----> Urdu	6.00 USD / minute
Punjabi ----> English		English ----> Punjabi	6.00 USD / minute
Urdu ----> Punjabi		Punjabi ----> Urdu	6.00 USD / minute

For other related services like Subtitling, Dubbing, etc kindly contact me.

Consent

I authorise the processing of my personal data pursuant to Legislative Decree 101/2018 and art. 13 GDPR (Regulation 2016/679) for the purposes of personnel research and selection.