**Carolina Honecker**

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**TRANSLATION PROJECT MANAGER**

**Client service-oriented | Deadline-driven | Experienced Language Manager**

Experienced, enthusiastic and resourceful English > Spanish (LatAm) Certified Translator and Editor with over five years of experience in translation project management. Ability to guide and communicate effectively with vendors. Expertise in establishing procedures and following best practices to ensure good quality is delivered to the client.

**WORK EXPERIENCE**

**Remote Project Manager –** *Self-Employed* July 2015 - PRESENT

Responsible for simultaneously managing a pool of vendors and supervising the progress of translation projects in order to ensure good quality is delivered to the clients.

Clients´ satisfaction has been guaranteed by the successful delivery of 500+ projects from English into Spanish

* Implement and follow best practices in order to track external vendors’ quality
* Analyze and consider the specific needs of each project in terms of time, cost and workflow to ensure the best processes are chosen for a particular project
* Promptly respond clients’ feedback by implementing their preferences
* Guarantee consistency and quality by the proficient use of CAT tools such as SDL Trados, Wordfast Pro, MemoQ and Xbench

**Comunica d.k** *– Fuengirola, Spain* June 2021 – August 2022

**Part-time Project Manager**

Receive and manage translation requests from start to finish, including quoting projects and delivering files to clients.

* Create projects from scratch in XTRF, upload files and instructions, assign linguists and keep constant communication with clients and linguists.
* Work with different platforms and CAT tools such as Memo Q, Wordfast Pro 5, SDL Trados, XTM and Smartling. Conduct Quality Control checks before the delivery to the clients.
* Negotiate rates with clients and vendors according to specific projects and close projects in XTRF after checking Receivables and Payables.
* Keep constant communication with more than 10 clients simultaneously in order to provide excellent client service and sort out any issues that may arise.

**Transperfect Translations** *– New York, USA* March 2011 – Present

**Freelance Translator and Editor**

Translated and edited documents coping with time pressured deliveries in order to fulfill clients’ needs and deadlines

* Translated 1M words from English into Spanish in different areas such as Marketing, Health Care, Medicine, Legal and Human Resources.
* Proofread 350+ projects in order to detect mistakes and implement all necessary changes
* Edited 100+ DTP projects/PowerPoint and PDF formats to improve the final layout
* Guaranteed consistency and quality by using CAT tools such as Wordfast Pro, Trados and Xbench

## Posdata Language Services *– Buenos Aires, Argentina* August 2013 – February 2018

**Freelance Translator**

Provided linguistic services such as translation, edition and DTP edition

* Translated 200+ projects from English into Spanish in different fields such as Marketing, Health Care and Human Resources.
* Translated 100+ projects related to Travel and Tourism and IT
* Proofread 50+ projects
* Worked in DTP projects

**SPA Verónica Lema** May 2011 – August 2012

Spa Assistant

* **Client Reception:** Greeting clients warmly, checking appointments, and assisting with scheduling or rescheduling services.
* **Preparation of Treatment Areas:** Ensuring spa rooms are clean, organized, and stocked with necessary supplies, such as towels, oils, and equipment.
* **Customer Assistance**: Guiding clients through the spa, explaining available services, and answering questions about treatments or products.
* **Stock Management:** Monitoring and replenishing spa supplies, such as skincare products, towels, and refreshments.
* **Support for Therapists:** Assisting massage therapists, estheticians, or other specialists by preparing materials or ensuring their needs are met during treatments.
* **Client Follow-Up:** Collecting feedback after treatments and offering information on post-treatment care or additional services.
* **Administrative Tasks:** Managing bookings, processing payments, and updating client records accurately.
* **Promoting Spa Services:** Informing clients about promotions, memberships, or new treatments to encourage repeat visits.
* **Ensuring Relaxation Atmosphere**: Maintaining a calm, welcoming environment by managing lighting, music, and ambiance.

**Call Center HSBC** March 2009 – April 2010

**Call center agent**

* **Handling Inbound and Outbound Calls:** Responding to customer inquiries, providing information about products or services, and resolving issues efficiently
* **Customer Support:** Assisting clients with troubleshooting, billing questions, or technical problems, ensuring their concerns are addressed promptly
* **Problem-Solving:** Analyzing customer needs and providing tailored solutions to meet their expectations
* **Data Management:** Recording and updating customer information, feedback, and transaction details accurately in the company's system
* **Upselling and Cross-Selling**: Promoting additional products or services to customers when appropriate, enhancing revenue opportunities
* **Team Collaboration:** Working closely with team members and supervisors to meet performance goals and improve service delivery
* **Adhering to Protocols:** Following company policies, compliance standards, and call scripts to maintain professionalism and consistency
* **Multitasking:** Managing multiple customer interactions while staying organized and focused on delivering excellent service

**EDUCATION**

**Bachelor´s degree in Translation-** *Faculty of Languages. National University of Córdoba*

Graduation - June 2007

 **PROFESSIONAL SKILLS**

* Mastery of Microsoft Office programs (Word, Excel, PowerPoint)
* Proficiency in CAT Tools: SDL Trados, Wordfast Pro, MemoQ and XBench
* Excellent communication skills with a focus on quality and customer relations.
* Outstanding organizational, multitasking, and problem-solving abilities.

**PROFESSIONAL MEMBERSHIPS**

* **Sworn EN\_ES Translator-** *Association of Sworn Translators of the City of Buenos Aires* (CTPCBA) (August 2012- Present)

**CONTINUING EDUCATION AND CERTIFICATIONS**

* **La calidad del proceso de Traducción: antes durante y después.** Remote. May 2023.Seminar length: 6 hours
* **Project Management and Marketing**. Córdoba. June 2020. Seminar length: 8 hours
* **Workshop on text editing and style.** Córdoba. April 2020. Seminar length: 8 hours
* **Subtitling and Dubbing**. Buenos Aires. Argentina. May 2020. Seminar length: 8 hours
* **Translation course: Introduction to Mining.** Universidad Católica de Salta. May 2017. Seminar length: 8 hours
* **Translation of clinical trials**. Colegio de Farmacéuticos, Córdoba, Argentina. April 2012. Seminar length: 7 hours
* **Professional Marketing Services**. CTPCBA, Buenos Aires, Argentina. September 2011. Seminar length: 3 hours
* **Seminar for translators and interpreters**. Proz.com, La Plata, Buenos Aires, Argentina. October 2011. Seminar length: 8 hours

**EN\_ES RATES**

* **0.08 USD per word (Translation)**
* **0.04 USD per word (Proofreading)**
* **30.00 USD rate per hour (Project Management)**
* **35.00 USD minimum rate**