

# ISABEL KINTSCHNER BIONDO

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ISABELKBIONDO@GMAIL.COM

## PROFESSIONAL SUMMARY

Brazilian and EU Citizen, experienced freelance translator with background in delivering accurate translations and interpretation services from Portuguese to Italian, Italian to Portuguese, Italian to English, English to Italian, Portuguese to English and English to Portuguese, supporting clients across multiple areas. Researches subject-specific phraseology and cultural distinctions to achieve high-quality translations. Experience with teaching languages to children and adults. Work experience in Brazil, USA and Europe.

## SKILLS

- CAT Tool proficiency (Trados and memoQ)
- Microsoft Office Package proficiency
- Translation, localisation, subtitling and reviewing
- Excellent writing and verbal communication

## LANGUAGES

**Portuguese** Native language

**Italian**

C2

Master or proficient

**English**

Advanced  
CAE Grade C

**Spanish**

A2

Elementary

**German**

A1

Beginner

## WORK HISTORY

JANUARY 2022-CURRENT

**Trust and Safety** | Accenture | Dublin, Dublin

- Provide quality risk review service and consistently meet SLA targets while always focusing on resolving cases efficiently and utilizing time productively
- Communicate relevant information on a timely basis to Senior Agents & Team Leads and escalate issues or complex delivery items when required

APRIL 2021-MAY 2022

**Transaction Coordinator** | Keller Williams | Celebration, Florida

- Freelance translation and interpreter from English to Portuguese when needed
- Contact and assist all parties of the transaction
- Organize and execute all required documents

- Track dates and send reminders to all relevant parties
- Organize documents for financing

JULY 2020-NOVEMBER 2021

**Freelance Translator** | TIFIDA Cidadania | Chiasso, Switzerland

- Freelance translation of documents from Portuguese to Italian and English to Italian.
- International customer service with clients from Argentina, Brazil, Mexico, Australia, Italy and USA.
- Responded promptly to enquiries from clients, members and staff via email, post and fax in different languages (Portuguese, English, Italian and Spanish).
- Formulated professional, clear and exact interpretations of verbal communication in important scenarios.

JANUARY 2019-JULY 2020

**Personal Assistant and Freelance Translator** | MacGregor Family | Europe

- Freelance translation and interpretation from English to Italian and Italian to English in different scenarios.
- Organised personal and professional calendars and supplied reminders of upcoming meetings and events.
- Processed and tracked medical insurance claims.
- Typed documents, updated websites and compiled information for meetings.
- Handled incoming and outgoing correspondence, including mail, e-mail and faxes.
- Organized international moving from Italy to Scotland, helping from setting up shipment to packing and unpacking stuff.
- Coordinated overnight travel arrangements and accommodations.

JANUARY 2014-DECEMBER 2014

**Secretary and English Teacher** | Aspen Idiomas | Caxias do Sul, Brazil

- Developed own teaching method for different ages.
- Received, routed and filed student paperwork for registrations and withdrawals.
- Managed clerical needs of company employees, including copying, faxing and file management.
- Met incoming customers and provided friendly, knowledgeable assistance.

## EDUCATION

October 2021

**Associate's Degree:** Marketing

Bologna University

MARCH 2020

Sciences of Linguistic and Intercultural Mediation

ICOTEA, Italy

- Incomplete

AUGUST 2016 – AUGUST 2018

Psychology

UCS, Brazil

- Incomplete

2013

**High School**

CETEC, Caxias do Sul, Brazil

December 2012

**Associate's Degree:** Business Manager

UCS, Caxias do Sul