

Ibtissam Zine

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Proz Profile: <https://www.proz.com/profile/2659453>

Professional Summary

Experienced freelance translator and interpreter with over three years of specialization in clinical trials, medical interpretation, and multilingual communication. Fluent in French, Arabic, Darija, and English with strong skills in WordPress, SEO, and CRM tools. Committed to delivering accurate, culturally-sensitive translations and interpretations across various sectors.

Translated mobile apps, technical documents and interfaces.

Professional Experience

Freelance Translator and Interpreter - IQVIA

December 2018 - December 2024

Translated clinical trials and informed consent forms from English to French and from English to Arabic ensuring clarity and compliance with medical standards.

PPD (Thermo Fisher Scientific)

Translation medical documents (clinical trials) from English to Arabic

Freelance Interpreter - LangCommLive

October 2019 - Present

Provides on-demand interpretation for inbound calls in medical and general sectors, maintaining high standards of accuracy and confidentiality.

On-Demand Medical Interpreter - Day Interpreting

April 2019 - September 2020

Interpreted medical and general calls, specializing in sensitive and complex scenarios requiring nuanced understanding.

Remote Interpreter - Boostlingo / Seprotect - European Asylum Support Office (EASO)

May 2019 - Present

Provides interpretation for asylum cases, ensuring refugees' responses are accurately conveyed and contextually relevant.

Writer and Website Manager - WordPress

Writes and optimizes articles across various fields, utilizing SEO tools like Google Keyword Planner for enhanced visibility.

Translating technical documents

Customer Relations & CRM Specialist - UberEats

December 2017 - April 2018

Monitored and managed customer orders, providing real-time status updates and resolving issues efficiently.

Tele-Advisor - Samsung

May 2016 - July 2016

Promoted Samsung S7 products, managing customer inquiries and handling product promotions.

Transcriptionist - Appen

2016 - 2017

Transcribed social media video content following detailed guidelines for accuracy and consistency.

Additional Freelance Work

Dropshipping Specialist

2015 - Present

Sources and manages products on eBay from AliExpress, selecting the best bids and managing offers to maximize revenue.

Recruitment Support

Collaborated with recruitment agencies to assist young graduates in workforce integration, providing guidance to help them achieve their career goals.

Education

Bachelor's Degree in Economics

2013

Bachelor's Degree in Management (Bac+3)

2014 - 2017

Skills

Languages: French (Native), Arabic (Native), English (Fluent, C2 EF SET)

Technical Skills: WordPress, CRM (Zendesk, Zoho), SEO, Translation, Interpretation

Software: Google Keyword Planner, Microsoft Office Suite

Interests

Cultural diversity, professional writing, career mentorship, and photography for storytelling.