



## **Resume - Ayanda Goboza**

### **Contact information**

**Home Address: 92 Buffalo Road, King Williams Town**

**Date of birth: 23 January 1987**

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**Mobile: 0605295792**

**Other: 06556811567**

**Skype: live:..cid.4d7b795**

**LinkedIn: [linkedin.com/in/ayanda-goboza-b78453a4](https://www.linkedin.com/in/ayanda-goboza-b78453a4)**

**<https://www.proz.com/profile/3264173>**

**Smartcat: [ayanda.goboza@gmail.com](mailto:ayanda.goboza@gmail.com)**

### **Profile**

As a results-driven professional with expertise in Customer Success Management, Business Intelligence, and Digital Transformation, I have developed comprehensive skills in client

relationship management, data analytics, and performance optimization. My experience as a Freelance Linguist with global agencies has expanded into specialized areas, including Cybersecurity, Cloud Computing (Azure), Machine Learning, and Advanced Data Analytics. With strong analytical and strategic thinking capabilities, I excel at analyzing complex datasets, generating actionable insights, and driving sustainable business growth through data-driven decision-making.

My Customer Success expertise focuses on client retention strategies, stakeholder management, and building long-term partnerships that consistently achieve contract renewals and revenue growth. Leveraging my Business Administration background and Project Management certifications, I successfully lead cross-functional teams and deliver projects from initiation through completion using Agile methodologies.

My technical proficiency includes Python programming, CRM systems, Microsoft Office Suite, Quality Assurance processes, and Computer-Assisted Translation (CAT) tools. I stay current with emerging technologies in Artificial Intelligence, Business Intelligence platforms, and Digital Marketing trends. I am actively seeking opportunities with forward-thinking organizations that value versatile professionals who can bridge technical expertise with strategic business outcomes.

## **To whom it may concern.**

**RE Application for employment**

**I hereby forward my curriculum vitae.**

**Dear Hiring Manager,**

I am writing to express my keen interest in the position at your esteemed company. As a highly motivated professional, I am excited about the opportunity to become a part of your team and contribute my skills, knowledge, and expertise to help your company accomplish its goals.

As someone eager to learn and grow, I believe that this position will help me acquire new skills, improve my existing ones, and expand my knowledge of the translation industry. I am confident that working with professionals like yourself will help me achieve my career goals while contributing to the success of the company.

My extensive background experience in Computational Physics, Physics Foundations, Machine Learning in marketing, technical support, gaming, business, history, management, finances, editing legal documents, translations, and speech-to-text. Film and TV Series titles, descriptions, cast/director, and other metadata will enable me to make an immediate contribution to your team. I take pride in my impeccable proofreading skills, extensive research, writing abilities, and translating expertise.

In addition to my existing skills, I have experience in Motion Point Project Management, HT, MTPE, XTM Cloud 13.0, Trados Studio, MemoQ, WordBee, Smartcat, Memsource, Smartling, and Wordfast. I am highly skilled in legal terminology, commercial and education areas, marketing processes of projects encompassing translation, proofreading skills, and allowing self-editing before submission. A unique quality assurance process that is taken from industry best practices has helped me service a wide variety of clients.

I approach all work with a positive work ethic, efficiency, commitment, and integrity with attention to detail. I am excited about the possibility of becoming a valuable member of your team, learning more, and growing with your company.

Thank you for considering my application. I look forward to the opportunity to further discuss my qualifications and how I can contribute to your company's success.

Sincerely,

Ayanda

### **Educational Background**

**Qualification Matric** - 2007 subjects- English, Afrikaans, History, Business economics, Travel and Tourism, Biology

### **Tertiary Qualification**

**Damelin College (SAIM)** – Business Management 02/08-11/09

Certificate

Diploma Business Management 02/13-11/16 completed (**NQF Level 6**)

Business Management



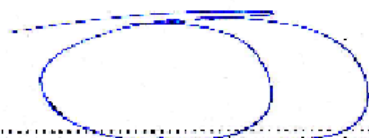
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South African Police Service

# Clearance Certificate

INLE is to certify that no convictions have been recorded for any crime as the result of South African Polisie.

INLENO. NO : 4077000  
 DATE OF BIRTH : 1987-06-23  
 POLICE OF BIRTH : SOUTH AFRICA  
 ID NO :  
 SUBSIDARY :  
 MAIN NO. NO :  
 NAME :



The National Commissioner of the South African Police Service  
**Capt. P.M Zinserling**

SUID-AFRIKAANSE POLISIEDIENS  
 SAPD KR & MTB  
 PRIVAATSAK/PRIVATE SAK X 208  
 2022-01-12  
 PRETORIA 0001  
 SAPS CR & CSM  
 SOUTH AFRICAN POLICE SERVICE

Note  
 Research and is supplied by the national  
 information system (NIS) (where applicable) based on national database  
 SAPS Criminal Record Centre, Private Bag 509, Pretoria 0001  
 E: ml14080202@capemint.gov.za  
 T: 011 27 2 851 9656  
 Fax: 011 27 2 851 9655



# South African Institute of Management

THIS IS TO CERTIFY THAT

**AYANDA GOBOZA**

HAS SUCCESSFULLY COMPLETED

Distinctions \*\* SELF MANAGEMENT

Exemptions \* MANAGEMENT PRINCIPLES\*\*

BUSINESS COMMUNICATION

BUSINESS ACCOUNTING

MARKETING MANAGEMENT PRINCIPLES

HUMAN RESOURCE MANAGEMENT PRINCIPLES

MANAGEMENT PRACTICE

MICRO ECONOMICS - A

MACRO ECONOMICS - B

BUSINESS LAW PRINCIPLES

MARKETING MANAGEMENT PRACTICE

HUMAN RESOURCE MANAGEMENT PRACTICE

SAIM no: 11456

AND IN TESTIMONY WHEREOF HAS BEEN AWARDED THE

# Diploma

IN BUSINESS MANAGEMENT

EXECUTIVE DIRECTOR

REGISTRAR

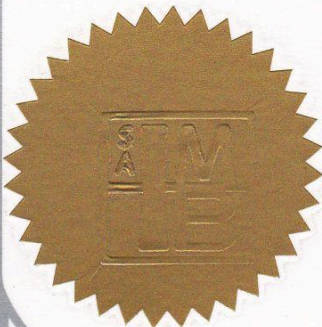
GIVEN THIS

2<sup>nd</sup>

DAY OF

December

20 16



SAQA ID 67690

## **Working Experience**

### **Department of Education**

Job description - Examination Assistant 01/10-11

: Assisting with examination marking papers

### **Department of Cita**

Job description – Data capturing and capturing 12/11-12/12

### **Rooseveld Quantity Surveyors**

Job description- Field Administrator 02/13-12/14

### **Freelance Translator - Current 2016**

Bilingoplus.com (Ukrainian Translation Provider)

Appen.com (China)

TransPerfect (USA)

## **Languages**

### **Native English**

### **Afrikaans**

### **Dutch**

### **German**

## **References**

Mr.E.J.Basson: Manager – Dep of Education NO: 0832859417

Mrs. F. Bikitsha, Head of Depot Center NO: 0867598017

Mr. P. Vass: Quantity Surveyor NO: 0727805194

Dymtro Tarusin NO: +38 (066) 9557127

Beatrice Baglio: bbglio@transperfect.com

## **Achievements**

The best turnaround time in my classes by

Constantly good rating scores on my Smartcat platform from clients.

Highest daily completion rate

Competencies:

### Soft Skills

- Python (Programming Language), Business Analysis , Advertising , Customer Relationship Management (CRM) , Data Analysis , CompTIA A Training Course Certification , Modernize, .NET Applications – Infrastructure as Code and CI/CD Data Management, Management , Microsoft Office, Azure, Jira Quality Assessment.

### Knowledge of CAT tools and Software Tools

- MTPE, XTM Cloud 13.0, Trados Studio, MemoQ, WordBee, Smartcat, Memsource, Smartling, and Wordfast.
- Subtitling editing technical software: Aegisub, Jubler, Subtitle Edit, and Subtitle Workshop.
- Audio editing technical software: Pro Tools, FL Studio, Reaper, and WavePad.

### Hard Skills

- Strengthening writing with great communication abilities, Deep understanding of culture, Honing sound translation judgment, and acquiring advanced knowledge of language.

### Typing skills

- View glossaries, consult reference materials, check previous translations, research internet sources, and write comments or post-edits.

### Information processing skills and basic programming knowledge skills

- Very important, especially for those who specialize in SEO Translation, IT, gaming, and other areas involving coding.

## **Project management knowledge and skills**

- **coordination, teamwork, planning, and control techniques**

## **Research skills**

- **The ability to identify the right sources, choose between them, and effectively use what I find out is crucial if I want to complete my projects.**
- **Strong problem-solving skills**
- **Ability to successfully manage multiple projects**
- **Follow directions and then work independently**
- **Active learner who stays up-to-date on social media trends and best practices**
- **Exceptional communicator**
- **Tech-savvy**
- **Proficient CRM interaction**

## **Business Skills**

- Commercial awareness - have a good and flexible understanding of how a business or industry works and what certain organizations want to achieve through products and services.

- Communication – I am well-spoken in 3 official languages, write, pay extreme attention to detail, and listen to others' points of view.

- Teamwork- Can delegate and manage others by building good, positive working relationships that help achieve goals and objectives.

- Negotiation and persuasion- I can express my way or views, but at the same time be able to understand others where they come from, so both parties can get what they want and be positive about it.

- Leadership- I can be a motivator to the people I work with and set examples by meeting deadlines of tasks that need to be done.

- Ability to work under pressure- Can calmly face difficult situations but yet be punctual to stay on track and avoid stressing.

-Confidence - Maintain balance in the workplace and not come across as arrogant, but have as much confidence in my colleagues and the company we work for.

Kindest Regards,

Ayanda Goboza