

## CONCETTA FONTANELLA



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Lives in Ragusa, Sicily, Italy

Born in Vico Equense, Naples, Italy on 12/03/1987

**TECH/NON-TECH TRANSLATOR**  
**EDITOR/PROOFREADER**  
**CUSTOMER SERVICE REPRESENTATIVE**  
**TECH SUPPORT AGENT**  
**ADMINISTRATIVE SUPPORT AGENT**

### MY PROFILE

Professional and Passionate **Translator** with a Degree in **Biomedical Engineering** and Experience in **Customer Support**.

Outstanding Use of the Languages i speak, and full Understanding of Technical Contents, along with my Patience and Attention to Details make me the best **Tech Translator** (but I'm always glad to translate any kind of content).

I'm **Quick and Sharp**, always happy to improve and cooperate – I can work up to 10k words per day.

Great **Communication and Soft skills** acquired with my Professional Experience as Support Agent. Complete Dedication to My Customers, Strong Skills on Problem Solving.

I am a **Quick Learner** until independent, but I enjoy cooperation aimed to achieve goals and sum knowledge; always willing to learn **New Tools and Software**.

**Well Organized, Reliable and Proactive**, I respect schedule and deadline, acting accordingly to reach purposes and always willing to report and share any important detail with coworker and superiors.

I've experienced both **employee and freelancer roles, on site and from home** and I always worked with the same energy and will to deliver quality work.

### Languages:

Italian (Mother tongue)

English (Advanced)

Portuguese (Advanced)

Spanish  
(Basic)

### Software:

Microsoft Office

Smartcat CAT tool

Citrix Systems

Kana Software

Python

HTML

C++

## WORK EXPERIENCE

### **TRANSLATOR FREELANCER FOR SMARTCAT.COM**

My SmartCat profile: <https://smartcat.com/marketplace/user/conny-fontanella>  
JAN 2021 – PRESENT – REMOTE

More than 1M words successfully translated/edited/proofread so far using any pair source/target using the inbuilt tool, and some Microsoft Office to edit.

### **TRANSLATOR FREELANCER FOR BABELCUBE.COM**

My Babelcube profile: <https://www.babelcube.com/user/conny-fontanella>  
OCT 2017 – JAN 2021 - REMOTE

This website gave me the chance to experience some translations and build this passion.

More than 5 books translated, many topics, still purchased on the platforms online.

### **CUSTOMER SUPPORT AGENT**

#### **TELEPERFORMANCE – WEBHELP – SITEL - HCL**

SEP 2017- DEC 2023 – LISBON, PORTUGAL

Inbound call/email management.

Worked for many companies and brands, fully enjoyed the experience aimed to acquire useful skills for a professional and appropriate communication such as active listening, ability to negotiate and soft skills as well as the kindness and patience needed, always pointing to a solution to give the best help to any client concern also under highly stressful circumstances.

## EDUCATION

### **BIOMEDICAL ENGINEERING MASTER'S DEGREE**

UNIVERSITÀ DEGLI STUDI DI BOLOGNA “Alma Mater Studiorum”  
BOLOGNA, ITALY

Neural systems, medical electronics, computer science, machine learning and AI.

### **BIOMEDICAL ENGINEERING BACHELOR'S DEGREE**

UNIVERSITÀ DEGLI STUDI DI NAPOLI “Federico II”  
NAPOLI, ITALY

Basic technical knowledge of electronics and medical systems.

