



Isabelle J.

**Business consultant & translator
(French/English/Spanish)**

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Education

- **Master degree (Postgraduate degree) in Business Administration and International trade (English- Spanish) with a major in marketing**, 2004-2006 , University of Jean Moulin 3, Lyon, France. *Thesis: How to work more efficiently in a multicultural team*
- **'Maîtrise' (M.A.) in English and Spanish applied to International Affairs (major: International Trade and Marketing)**, 2003-2004, University of Toulouse, France.
- **'Licence' with honors (third year degree) in English, Spanish and Portuguese applied to International Affairs**, 2002-2003, University of La Rochelle, France.
- **'Diplôme d'Études Universitaires Générales' with honors (University general studies degree taken after two years), in English, Spanish and Portuguese applied to international business relations**, 2000-2002 , Faculty of Arts and Letters , University of La Rochelle, France.
- **French 'Baccalauréat' "L" with honors (High School diploma with an emphasis in literature and languages)**, 2000, Lycée de Bellevue, Saintes, France

Employment History

- **Translations & rewriting of diverse business documents and Internet pages in Spanish/French/English** for individuals & international companies (2001-2007)
- **Business consultant, Product developer, and international trade consultant for a company in the food retail industry, Costa Rica** (2007)
 - Research of worldwide providers
 - Negotiation
 - Business consulting
 - Marketing plans
 - Strategic development plan
- **Project Manager in charge of coordination, public relations and publicity for an European Union Project at the Lyon Chamber of Commerce and Industry, France** (from January to July 2006)
 - Coordination of a multicultural team

- Organization of events (seminars, workshops)
- Technical translations from English and Spanish to French
- Conception and writing brochures and publications about the project
- Communication plan
- Creative brief
- Creation and updating of web pages

■ **Supervisor, market researcher and teleprospector in Teleperformance, a call centre in Lyon, France** (2004-2006)

- Recruiting, management and training of a Latino American team
- Emission and reception of calls in B to B and B to C in French, Spanish and English for the SNCF (National train company), Ferraz-Shawmut and Renault Trucks
- Customer service
- Phone subscription renewals (at a minimum rate of 12 contracts per hour for the SNCF)
- Adaptation and translation of surveys
- Analysis of data

■ **Manager of Les Estudines de Saxe in Lyon, France (a flat renting and hotel services company)**, (internship from June to September 2004)

- Management of a 10 person sales team (including hiring, motivation of the sales force and training)
- Management of the team's timetable
- Customer service
- Administrative tasks
- Phoning
- Sales of renting contracts

■ **Translator for the Cooperation and International Affairs Office of the University of Costa Rica, in San Pedro, Costa Rica** (2002)

- Creation of databases about francophone universities
- Canvassing
- Translations of agreements and official texts, mail from Spanish to French/ French to Spanish
- Writing, updating, creating, and proposing university cooperation agreements

■ **French teacher at the Alliance Française of San José, Costa Rica** (2002)

- Conversational courses for adults
- DALF test training courses for adolescents
- French culture courses

Languages

- ▶ **French:** Native speaker
- ▶ **Spanish:** fluent
- ▶ **English:** fluent
- ▶ **Portuguese:** intermediate knowledge
- ▶ **German:** intermediate knowledge

Computer Skills

Windows XP: Word, Works, Publisher, Access, Excel, FrontPage, PowerPoint
Trados, Ethnos, Performer, Converso, Reverso Expert 5, Word Magic, Hexalog
 Creation and updating of websites

Interests and other information

First Aid Certificate, France, June 1999
 Painting, writing, volley-ball
 Traveling

.Highly motivated, very responsible, open-minded, creative, good sense of adaptability, excellent organizer, respect of deadlines