

Susana Lopes Melo Alves
Portuguese/English Translator

Canada do Cardoso nº 2, 9700-237 Angra do Heroísmo, Azores
+351 917 691 069

translations@susanaalves.com

<http://www.susanaalves.com>

Objective

Freelance Portuguese to English and English to European Portuguese translation assignments in the following subject areas:

- Tourism
- Instruction manuals
- General documents (including birth and death certificates, marriage certificates, academic transcripts, etc.)

Qualifications Summary

- Native English speaker with native command of the Portuguese language, due to growing up in a Portuguese household and extensive time spent living in Portugal.
- Technical writing experience
- Computer software: Wordfast, OmegaT, Snowball in Windows Vista environment and Macintosh Lion

Education

California State University at Hayward June 1993
Bachelor of Arts in English Language Option with a minor in Political Science

Media Alliance San Francisco, California

Copyediting Course November 1997

Professional Proofreading November 1997

English Grammar Course October 1997

Translation Experience

Tourism—

Book “A Passagem das Bestas”, “The Passage of the Beasts”
Nature Guidebooks, Açores, Walking and Hiking Trails, Informative Guide
Expansion and update of Nature and Adventure Tourism Guide Azores
Website <http://bermen.pt/>
Several translations for Associação Regional de Turismo
Portions of the Associação Regional de Turismo’s web site
Azores Adventure an Adventure the Size Of 1 Archipelago
Low Season Tourism Guide

Other General—

Divorce Decree
Civil Registry documents (birth certificates, etc.)
Waste management translation
Europass résumés
Master’s thesis summaries
Health Club Sauna Recommendations
End of Year Financial Reports

English to Portuguese

Adex Media, Inc. Social Ad Text Translation
Passports and civil registry documents
Medical Certificate for Temporary Disability

View samples at <http://www.susanaalves.com/samples.html>

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Auxiliary Skills

- Advanced knowledge of current and previous versions of Microsoft Office
- Familiar with programming concepts
- Experience with most commonly used software packages
- Familiarity with French and Spanish
- Very technically oriented

Brainbench Certifications

Brainbench Transcript at
<http://www.brainbench.com/transcript.jsp?pid=7726958>

Other Professional Experience

Translator and Administrative Support **2009-Present**
KL Pettifer Serviços de Consultoria, Lda, Angra do Heroísmo, Terceira, Açores

- Administrative services in legal and financial areas
- Translation of documents and correspondence between Portuguese and English and English and Portuguese
- Maintenance of office computer network and computers

ESL Tutor **2008 - 2009**

MegaGénios, Angra do Heroísmo, Terceira, Açores

- Tutored 6th through 8th graders in English.

ESL Teacher **June 2008**

Angra do Heroísmo, Terceira, Açores

- Taught English to first and second grade students through a private English school.

Administrative Assistant **2001 - 2002**

Angra do Heroísmo City Hall, Angra do Heroísmo, Terceira, Azores

- All work done in Portuguese.
- Worked in the information office where I wrote responses, in Portuguese, to constituent and citizen's inquiries
- Worked in the accounting department processing purchase orders, requisitions, checks, and the daily treasury report

Technical Writer, Jr. and Sr. **1997 - 2000**

PeopleSoft, Inc., Pleasanton, CA

- Responsible for maintenance of on-line documentation of Purchasing product including pre-release and release notes, corrections and updates between product releases
- Reorganized and re-wrote the Purchasing product manual
- Scoped the update of the Purchasing product documentation for a release
- Responsible for orienting Junior Technical Writer on tasks for the Purchasing product documentation for the release

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Customer Service Representative I and II

1995 - 1997

Charles Schwab & Co., Inc., San Francisco, CA.

- Responded to technical customer inquiries regarding software and the World Wide Web via electronic mail and telephone
- Wrote instructions for software and web navigation based on customer inquiries
- Composed form responses for common customer inquiries
- Served as a resource for co-workers for technical and brokerage issues
- Developed and presented training
- Authored troubleshooting documents for internal use
- Analyzed and reported on e-mail productivity of team of more than 10
- Performed user testing of software