

JELENA BOGANE

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PERSONAL WEBPAGE: [HTTP://JELENA.2ITB.COM](http://JELENA.2ITB.COM); [HTTP://WWW.TRADUZIONI-ITALIANO-RUSSO.COM](http://WWW.TRADUZIONI-ITALIANO-RUSSO.COM), [HTTP://TRANSLATIONS.2ITB.COM](http://TRANSLATIONS.2ITB.COM)

**Administrative/ Customer Support ► Translation/ Proofreading/ Copywriting
Marketing/ Online Marketing incl. Website Localisation/ Optimisation/ Promotion**

English ↔ Italian ↔ Russian ↔ Latvian

Key skills

- ✓ **Multilingual:** English-Italian-Latvian: full professional proficiency; **Russian:** native speaker; German: basic;
- ✓ Experience in **Customer Advisor position** (phone)/ Customer Support Front Desk position (several years);
- ✓ Advanced IT skills, incl.: **HTML5**, JavaScript, CSS3; PHP basics; Google Docs, Google Drive, Slack, SDL Trados; MemSource Cloud;
- ✓ Professional **sworn translator** with a proven track record; numerous **published translation works**;
- ✓ Extensive experience in **website translation/ localization**, in **any web format**;
- ✓ **SEO/ basic SEM** knowledge; **certified Google Ads Fundamentals/ Google Shopping Ads/ Google Analytics** professional;
- ✓ Excellent communication skills/ telephone manner; very flexible regarding shift pattern.

Career highlights

See the portfolio below for more information

- ✓ **Executive/ Customer / Front Desk Support (9+ years), incl.**
 - Dealing with phone, fax and E-mail reservations; monitoring bookings and guest accounts;
 - Solving customers' problems; collecting and logging data/ information regarding customers and their problems;
 - Lead generation; building and maintaining relationships with customers;
 - Handling enquires from customers; translating/ sending orders; coordinating/ tracking deliveries;
 - Organisation of business travels and participation in business events incl. travel arrangements, transfer & hotel booking, logistic support of conferences/ trade fairs/ exhibitions, interpretation, etc.
- ✓ **Translation / interpretation / proofreading & editing (16+ years), incl.**
 - Law, finance & business: contracts, powers of attorney, financial documents, marketing outputs, etc.
 - Extensive experience in **web site translation/ localisation**
 - Business meetings, negotiations and specialised events (trade fairs, exhibitions, business trips, etc.)
 - ✓ Sector expertise (terminology): law, real estate, mechanical engineering & cars, manufacturing & distribution (furniture, footwear, textile, heating/ conditioning equipment), home & design
- ✓ **Online marketing / SEO (4+ years), incl.:**
 - Certified **Google Ads** professional; Google Adwords PPC campaigns; Yandex Direct PPC campaigns
 - Creating and managing **online ads/ online promotional campaigns**;
 - Website translation, localization, optimization and promotion for search engines (Google, Rambler, Yandex);

Education

- ✓ BA in English language and literature, Latvian State University;
- ✓ Web design (advanced private lessons for 7 years);
- ✓ Tour guide courses (certificate of the Latvian travel agency IMMA);
- ✓ Italian language, private courses.

Other information

- ✓ EU (Latvian) citizen; full clean EU driving license;
- ✓ Hobbies: travelling, reading, learning new languages (learning Japanese at present), online/offline poker.

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	Client	Dates	Role / Tasks
Customer Support / Front Desk Support			
1	Webhelp Latvia	July 2018 -Jan2019	Customer Support Specialist <ul style="list-style-type: none"> • Responding to customer queries in a timely and accurate way, via phone; • Identifying customer needs and solving their problems; • Collecting, analyzing and logging the information regarding the products, issues and their solutions
2	Chain of mini-hotels in the centre of Riga Travel/ leisure	May 2016- april 2018	Hotel Receptionist <ul style="list-style-type: none"> • Booking Extranet/ managing booking requests/ reservations; correspondence with clients; • Checking guests in and out; • Handling payments through cash and credit cards; • Dealing with special requests from guests; dealing with complaints or problems; • Assisting with housekeeping duties; serving drinks / snacks in the bar;
3	SIP GROUP Ltd (London) www.sipgroup ltd.com Bed & Breakfast Hotels/ private sector leasing	April 2015- 2016	Hotel Receptionist/ Front Desk <ul style="list-style-type: none"> • Answering phone calls; answering queries related to hotel services / facilities/ rates; • Taking reservations by phone/ fax/ email; • Making/ cancelling/ amending bookings on a reservation system (Rezlynx PMS) • Checking guests in and out; • Handling payments through cash and credit cards; • Dealing with special requests from guests; dealing with complaints or problems; • Assisting with housekeeping duties; serving drinks / snacks in the bar;
4	Studio Forma Ltd (Studio Forma SIA) www.dizainazona.ru www.dizainazona.lv Furniture Design, Production & Installation; Interior Design (Latvia, Russia)	2010- Dec 2014	Personal Assistant/ Translator to Mr. Arturs Omelčenko, CEO: <ul style="list-style-type: none"> • Agenda management; handling business correspondence and phone calls; • Finding new potential clients; responding to email enquiries from general public; • Dealing with customer enquiries; converting enquires into orders; managing and following up orders • Online marketing, managing online ads; • Communication with service providers, customers; • Written translation of catalogues, publicity materials, business correspondence; • Proofreading and editing of documents, presentations, articles.
5	O.M.T. TARTARINI S.r.l. www.tartarini.it www.emersonprocess.com Worldwide solution provider for the natural gas industry	1999 -2000	Executive Assistant to Export Manager: <ul style="list-style-type: none"> • Agenda management, travel booking and business correspondence; • Market research to identify new leads; following up on leads through client contact (Latvia, Estonia, Lithuania) • Building and maintaining relationships with customers in Latvia, Estonia and Lithuania; • Dealing with customers and suppliers on phone/ email; • Dealing with enquires from Baltic States customers; converting enquires into orders; following up orders; coordinating deliveries • Dealing with after-sales support, service and questions; • Providing to the company all the information necessary for development of commercial contacts before and after the sales • Written translation of catalogues, publicity materials, technical materials; interpretation (seminars, business talks, training courses/workshops); • Organizing business trips, incl. travel arrangements, transfer & hotel booking, logistic support of training courses and workshops
6	VITRUM GROUP		Executive Assistant to Import Manager:

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	(Latvia, Estonia, Lithuania, Belarus, Finland, Norway, Russia) www.vitrum.lv Production /selling/ export of plastic and aluminium constructions; professional storage solutions; import/ selling of restaurant equipment, refrigerating and retail equipment.	1998	<ul style="list-style-type: none"> • Agenda management, travel booking and business correspondence; • Assistance in sourcing and building relationships with manufacturers / potential suppliers; • Translating and sending orders; coordinating/ tracking deliveries; • Dealing with suppliers by phone/ email; • Coordinating/ tracking deliveries; • Dealing with after-sales support and questions • Written translation of contracts, catalogues, brochures, technical materials; • Interpretation; organisation of participation in trade fairs.
7	RAITA Ltd (Latvia, Estonia, Lithuania, Russia) www.raita.lv Luxury home / office furniture; bespoke furniture from Italy, Belgium, Spain (import, trade)	1996-1998	Secretary - Translator: <ul style="list-style-type: none"> • Meeting and greeting visitors to the office • Office administration; agenda management and travel booking; • Translating/ sending orders; dealing with suppliers by phone/ email; • Written translation of business correspondence, contracts, catalogues, brochures, technical materials; interpreting; • Organisation of business visits of the company's foreign partners.
8	Italian Auto-Centre in Riga	1994-1996	Secretary - Translator: <ul style="list-style-type: none"> • Translating/ sending orders; dealing with suppliers by phone/ fax; • Written translation of business correspondence, contracts, brochures, technical materials; • Interpretation; organisation of business visits of the company's foreign partners.
Translation / Interpretation / Online Marketing; biggest projects			
1	POMELIA HOLIDAY HOMES , Italy www.casavacanzapomelia.it <i>Tourism & Leisure</i>	2010-present	<ul style="list-style-type: none"> • Translation of the website's content from Italian into Russian; • Regular update of the translated content, and of the Meta tags; • Localisation of the Russian version; • Optimisation of the Meta tags (of all the sub-pages) on the search engines based on the most popular related search phrases; • Registration of the translated website in online catalogues/ tourism portals/ search engines; • Elaboration of online advertising/ promotion plan, incl. link building and creation of publicity slogans; • Set up of several Google Adwords pay-per-click campaigns for Google.ru; • Set up of similar contextual advertising campaigns for Yandex.ru. <p><i>The Russian version on the company's website (www.holidaysicily.ru) has reached – and remains until now - in top positions in Google.ru and Yandex.ru search results for several relevant (the most frequent) search queries. The number of company's clients / tourists from Russian-speaking countries has been increasing each year. The letter of recommendation can be provided on request.</i></p>
2	ITALIAN TRADE COMMISSION/ Italian Institute for Foreign Trade; office in Riga/ Latvia www.italtrade.com	2002-2012	<ul style="list-style-type: none"> • Interpreting during the “Merano Wine Festival” event in Riga; • Interpreting during numerous promotional events & “trade missions” of Italian companies held in Latvia; • Written translation of contracts and legal documents. <p><i>The letter of recommendation can be provided on request.</i></p>
3	IMER di Noce Mario Raffaele/ E-Agle group, Italy Web solutions www.e-agle.it www.imersassari.it	2006-present	Translation and localisation (from Italian into Russian) of several websites: <ul style="list-style-type: none"> • Rent a car in Sardinia, www.autonoleggiosardinya.it • Teresa Tardia (designer fashion), www.tardia.it • Hotel Baja, www.hotelbaja.it • Heresis (designer fashion), www.heresis.it
4	SEVERSTALLAT , multinational JSC,		<ul style="list-style-type: none"> • Interpretation of negotiations and business meetings aimed at concluding the cooperation agreement with the Italian company IRON s.r.l.

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	Riga, Latvia www.severstallat.eu Production and export of the wide range of carbon steel products; exports into the EU; turnover: 169 mln.USD	2001 -2003	(www.iron.it , machinery for coil and steel metal working); <ul style="list-style-type: none">• Interpretation during the installation, commissioning and start-up of the coil slitting line manufactured by the IRON S.r.l.;• Interpreting during the training of Severstallat operators of the coil slitting line;• Written translation of the business correspondence, contracts, financial and technical documentation. <i>The letter of recommendation can be provided on request.</i>
5	SORAINEN (Latvia, Estonia and Lithuania); www.sorainen.com Leading regional business law firm	2000	Translation from English into Russian and Latvian of the "Baltic legal update" (the latest changes in the legislation of three Baltic countries). <i>The translation was officially published on the company's website.</i>
6	Translation agency AM 1 www.tulko.lv	1999 -2001	Translation of the tourist guidebook/ catalogue LATVIA TRAVEL GUIDE (155 pages in total) from English and Latvian into Russian. Materials of the travel guide include detailed descriptions of geographical, historical, architectural, cultural and other aspects of different Latvian regions and cities. <i>Translated texts did not require any proof-reading/ corrections before being published. Letter of recommendation can be provided on request.</i>