



Anna Vicino

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Profile

With Foreign Languages studies background, my current occupation is QA Software Localisation Tester Engineer, Apple, Cork, Ireland

Experience

ITALIAN QA SOFTWARE LOCALISATION ENGINEER, APPLE; CORK, IRELAND- APRIL 2012-PRESENT

Run manual tests on iOS and OS X, implement test cases, report bugs to software engineers, verify functionality, localisability, ensure linguistic, cultural standards, translation consistency and suggest improvements if needed.

CR ADVISOR, APPLE; CORK, IRELAND- APRIL 2011-APRIL 2012

Responsible for customer recovery and retention via mail and phone, responsible for communicating official positioning on company issues, development of creative solutions to complex customer problems, identify and escalate emerging products pr customer dissatisfaction issues, identify opportunities for operational improvements and suggestion of improvement strategies.

CUSTOMER SERVICE REPRESENTATIVE, AMAZON; CORK, IRELAND- OCTOBER 2010-FEBRUARY 2011

Responsible for customer support, communicate with customers via mail and phone, analyze and resolve customer issues, process refunds, handle returns and complaints, inform about products and services, record customer details and actions taken.

ADMINISTRATIVE, PADDYWAGON; DERRY, NORTHERN IRELAND- 2009-2010

Work placement for summer time (European Union program), then hired in administration, management, accounting role within the company.

Simultaneous Interpreting and Translation service in organized events in Italy, between 2007-2008

Translations of school books, English-Italian for students in secondary school, Summer 2007

Teaching abroad (France, 2005-2006)- Ministry of Education

Education

University l'Orientale di Napoli- Degree in Foreign Languages and Literature, Linguistic and Cultural Mediation, 2006

University LUSPIO, Rome- Postgraduation degree in Translation and Interpreting, 2009

University S.S.I.T, Pescara- Master in Technical Translation, 2015

Competences

Member of A.T.I. Translators and Interpreters Association No Profit

Italian native language

Fluent in English (both read and written). Fluent in French (both read and written)

Basic Spanish

References

References available on request