

## NELY SANTOS

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Translator with a background in customer care and in the medical fields.

### LANGUAGES

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Portuguese (Native), Italian, English and Spanish.

### ACADEMIC BACKGROUND

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**Master's Degree in Specialized Translation.** Fields of specialization: Medical Translation, Translation for Tourism and Legal - Commercial Translation - **S.S.I.T., Scuola Superiore per Interpreti e Traduttori.** Pescara, Italy. 2020 – 2021

**Bachelor's Degree in Language Mediation and Intercultural Communication (applied to economics, law and society).** Languages of specialization: Italian, English and Spanish - **Università degli Studi di Milano.** Milan, Italy. 2015 – 2019

**Bachelor's Degree in Nursing - Universidade Gama Filho.** Rio de Janeiro, Brazil. 2003 - 2008

### PROFESSIONAL BACKGROUND

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#### Translator

2020 - present

#### Freelance translator translating from: English, Italian and Spanish to Portuguese (Brazilian)

- Medical translations. Translations of medical guidelines, abstracts and procedure guidelines.
- Pharmaceutical translation. Translation of clinical trials, case studies, questionnaires for pharmaceutical companies. Translation of informed consents, codes of conduct, policies, standards and rules relating to the Health Care field.
- Marketing translations. Translations of touristic brochures, articles and cultural marketing material.

#### Customer Operations Specialist

Navico - Milan, IT 2017 - present

Order entry in the ERP system, delivery lead time monitoring and support in solving delivery issues, interacting with 3rd part Logistics and carriers;  
Coordination and transversal work with various departments of the company (Sales team, Supply Planners, Logistics, Accounting, Commercial Operations, Product Specialists);  
Daily order data analysis and reporting - advanced use of Excel and Office;  
Interaction with customers (B2B environment) and vendors by e-mails and calls.

#### Customer Care Specialist e-Commerce

Arvato - Milan, IT 2014-2017

Multilingual customer service e-commerce for fashion, beauty and retail provided in Portuguese, Italian, Spanish and English;  
Multi-channel customer support (B2C environment): inbound calls management, email and chat;  
Mediation between foreign clients (Portuguese, Spanish and English) and the Italian group via ticketing system

#### Nurse

Rio de Janeiro, Brazil. 2009 - 2012

#### Hospital Federal de Bonsucesso

Assistance to hemodialysis patients. Preparation and management of the hemodialysis therapy.

### SOFTWARE KNOWLEDGE

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SDL Trados 2019, MemoQ, WordFast, Acrobat Reader DC, Windows 10, Office 365.